

Baggage Or Luggage Damage Claim Letter

Subject: Baggage/Luggage Damage Claim

Dear [Airline's Customer Service Department],

I am writing to formally file a complaint and submit a claim for damages to my baggage/luggage that occurred during my recent flight with [Airline]. I would like to provide you with the necessary details and request appropriate compensation for the damages incurred.

Flight Details:

- Flight Number: [Flight Number]
- Departure Date: [Departure Date]
- Destination: [Destination]

Description of Damage:

Upon receiving my luggage at the baggage claim area, I noticed that the exterior of my suitcase was severely damaged. The damage includes [describe the damage in detail, such as scratches, dents, torn fabric, broken handles, or any other visible signs of damage]. I have attached photographs of the damaged luggage for your reference.

Proof of Ownership:

To establish my ownership of the damaged luggage, I have enclosed the following supporting documents:

- Boarding pass for the aforementioned flight
- Baggage claim tag/receipt issued by [Airline]
- Purchase receipt of the luggage (if available)

Value of Damages:

After conducting a thorough assessment, I have estimated the cost of repairing the damages to be [amount]. In the event that repair is not feasible, I believe the appropriate compensation should be the full replacement value of the luggage, which amounts to [amount].

Claim Settlement:

I kindly request that you process my claim and reimburse the full amount mentioned above. I understand that the airline is responsible for ensuring the safe handling and transport of passengers' luggage, and I trust that [Airline] will take the necessary steps to resolve this matter promptly.

Please find attached all the relevant documents and photographs for your review. I kindly request that you acknowledge the receipt of this claim within [number of days, typically 7-10 days], and provide me with a claim reference number for future correspondence.

I appreciate your attention to this matter and look forward to a swift resolution. Should you require any additional information or have any further questions, please do not hesitate to contact me via the information provided above.

Thank you for your cooperation.

Sincerely,

[Your Name]