

Formal letter requesting compensation for damaged luggage

Subject: Claim for Damaged Baggage

Dear Customer Service Team,

I am writing to formally lodge a complaint regarding my checked baggage that was damaged during my recent flight on [Airline Name], flight number [Flight Number], on [Date]. Upon retrieving my luggage at [Destination Airport], I noticed that the suitcase had significant external damage, including [describe damage such as broken wheels, torn handle, cracked shell].

Attached to this letter are photographs of the damaged baggage, copies of my boarding pass, and baggage claim tags. The suitcase was in good condition when I checked it in at [Departure Airport]. Therefore, I am requesting reimbursement or replacement in accordance with your airline's baggage liability policy.

Please confirm receipt of this claim and inform me of the next steps, including the expected timeframe for compensation.

Thank you for your prompt attention.

Sincerely,

[Your Full Name]

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