



Guidelines Damaged Baggage / Loss of Contents

Dear Passenger,

Your baggage has not arrived in a proper condition, please accept our apologies.

This brochure will guide you through further proceedings and the handling of the damage.

Property Irregularity Report (PIR)

With your information we have issued a damage/pilferage report. Please have a look at your copy and check, if the data is complete and correct.

What's next?

To offer a quick and smooth service, Condor cooperates with Flughafen Gepäck Service Frankfurt and Dolfi 1920 GmbH.

The baggage will be examined and repaired. If a repair is not possible it will be replaced by a new one of the same value.

Arrival in Frankfurt?

In Frankfurt we offer this service directly at the airport. After arrival you may contact Flughafen Gepäck Service in arrival hall B right away. Should this not be possible please contact Flughafen Gepäckservice **immediately, latest within 7 days** (even after your return trip, with flight document)

Arrival not in Frankfurt?

Should you arrive on any other airport, please contact **immediately, latest within 7 days** (even after your return trip, with flight document), Dolfi 1920 GmbH to arrange the pick up of your baggage.

Does that service also apply for special baggage?

In case of damage of special baggage (e.g. Golf bag or stroller) please always refer to Dolfi 1920 GmbH. Please establish the contact **immediately, latest within 7 days** (even after your return trip, with flight document)

Which documents are needed?

- **damage report**
- **flight document also for return flight, if applicable**
- **(e.g. booking confirmation, ticket, boarding pass)**
- **baggage claim tag or its number**
- **purchase receipt or details about age and purchase price of the damaged baggage.**

The baggage is delivered damaged or the damage is determined at home

You have to send an online message with your flight document, latest within 7 days after your arrival, to our contractual partner Dolfi 1920 GmbH . You can find the information and the necessary formulas on our website:

www.condor.com

- ***flight preparation***
- ***baggage irregularities***
- **Report damaged baggage:**

Flughafen Gepäckservice
Ankunftshalle B1
Post Box 201A-003
60549 Frankfurt / Main
Telefon +49 69 690 48101
kundenservice@fgs-frankfurt.de

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65451 Kelsterbach
Telefon +49 69 26486440
Info.germany@dolfi1920.de
www.dolfi1920.de

Claims can only be accepted if they are received immediately, latest within 7 days, at one of our repair service companies or at the Customer Relations Department.

The legal maximum liability for baggage irregularities is limited by the Montreal convention to 1.131 special drawing rights per passenger (approx. 1.000 - 1.200 €, subject to the current rate of exchange)

There is no liability for damages caused by normal wear and tear (e.g. scratches, dents), due to overpacking or damages caused to unsuitable baggage for air transportation.