



## Frequently Asked Questions Delayed Baggage

Dear Passenger,

Your baggage has not been delivered yet, please accept our apologies.

This brochure will answer some questions that might arise.

### What is done to locate my baggage?

With your information we have issued a Property Irregularity Report (PIR) and a world-wide tracing has been initiated. Please have a look at your copy and check, if the data is complete and correct. We will do all possible to return your baggage to you as fast as possible. You can check the current status of the search on the internet: [www.condor.com](http://www.condor.com) >Flight Information >Baggage >Baggage Irregularities.

### Do I receive a reimbursement for interim costs?

If you are at your vacation destination you have the possibility to purchase urgently needed articles within the limit of the legal maximum liability until the arrival of your baggage. You are obliged to buy at lowest cost.

After your baggage has been delivered, please send following documents within 21 days to the Customer Relations Department in order to verify the replacement purchase:

- reference number of your Property Irregularity Report (PIR)
- flight document (e.g. booking confirmation, ticket, boarding pass)
- baggage claim tag or its number
- receipts/invoices

**Articles purchased at the place of your permanent residence will not be refunded.**

### What's next?

Should your baggage has not been returned to you within 5 days, we will initiate an extended search. In this case please forward following documents to the Baggage Service Department:

- reference number of your Property Irregularity Report (PIR)
- detailed list of the contents of your baggage
- flight document (e.g. booking confirmation, ticket, boarding pass)
- baggage claim tag or its number

Should the search of the Baggageservice Department not lead to a positive result, you will be informed in writing and your documents will be submitted to the Customer Relations Department.

You will receive a financial compensation according to the legal maximum liability.

### What can I do if my baggage is delivered in a damaged condition?

Condor offers a repair service in cooperation 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 equal value. Please contact one of the companies **immediately, latest within 7 days** (even after your return trip, with flight document). You will find all information and the required forms on the internet:

[www.condor.com](http://www.condor.com) >Flight Information >Baggage >Baggage Irregularities. The Customer Relations department will also provide you with the required documents.

### What can I do in case something is missing out of my baggage?

Please report the loss in writing to the Customer Relations Department **immediately, latest within 7 days** (even after your return trip, with flight document) and include following documents:

- Property Irregularity Report (PIR)
- flight document, also for return flight, if applicable (e.g. booking confirmation, ticket, boarding pass)
- baggage claim tag or its number
- purchase receipts of the missing items or details about age and purchase price of the items.

Missing items will be reimbursed within the limit of the legal maximum liability after verification. **Please note that there is no liability for all items mentioned in article 13.6 of our terms of condition such as valuables, jewellery, camera equipment, electronic devices, medicines or documents.**

### Contact details:

**Condor Flugdienst GmbH  
Baggageservice**  
Condor Platz  
60549 Frankfurt  
Fax: +49 6107 939 7399

**Condor Flugdienst GmbH  
Customer Relations**  
Thomas Cook Platz 1  
61440 Oberursel  
Fax: +49 6171 65 2127

E-Mail form: [www.condor.com](http://www.condor.com) – Kontakt / Gepäck  
(with the possibility to upload documents)  
Sending via internet allows a faster processing compared to regular mail.

**Claims can only be accepted if submitted in written form to the Customer Relations Department immediately, latest within 7 days.**

**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).**