

Condor Flugdienst GmbH

Information Regarding your Damaged Baggage

We're sorry to hear that your baggage was damaged during the flight today. Our Handling Agents do all they can to take care of your bags, but damage does occasionally arise and we'd like to apologise for any inconvenience this may cause you.

To support a claim for repairs, or a replacement, please complete a Property Irregularity Report form (PIR) before you leave the airport at the Ground Handlers Customer Service Desk. You may then submit a claim through your own travel insurance.

Please be so kind and contact the Condor customer relations department immediately, and **no later than 7 days** from the date of your flight. **Failure to do so may result in your claim being refused.** To validate your claim please ensure that you provide your PIR form, baggage tags and flight ticket, or boarding card.

Exceptional Items

If you have incurred damage to a wheelchair/mobility device, or have missing or damaged items within your bag, such as sporting equipment, please contact the Condor customer relations department within 7 days from the date of your flight.

Condor Flugdienst GmbH
Customer Relations
An der Gehespitz 50
D-63263 Neu-Isenburg
www.condor.com/contact