

Information Regarding your Baggage Irregularity

We are sorry your baggage has not arrived or has arrived damaged on your flight today and apologize for any inconvenience this may cause you.



Delayed Baggage

Be assured our team is doing all they can do to locate your baggage.

Please make sure to complete a Property Irregularity Report form (PIR) either by logging on to our online portal <https://www.mybag.aero/condor/en> (QR-Code) or at the Condor lost and found desk before you leave the airport. You can track your case on our online portal any time.

When your baggage is located, it will be returned to the address you have listed on the PIR form.

Tracing

Our local handling agent is responsible for the tracing within the first 5 days.

In the rare cases where your baggage cannot be located within 5 days, please submit a detailed list of contents through the online portal <https://www.mybag.aero/condor/en> (QR-Code). This will initiate and enable our service partner, Fraport, to carry out an extended tracing.

If the bag has not been located within 21 days, you will be informed by Fraport. In this case you may contact your own travel insurance, or the Condor customer relations department. www.condor.com

Contact details of our Service partner Fraport after 5 days: condor-baggage@fraport.de

Interim Cost

If you are away from home, we appreciate you may need to buy emergency provisions until your baggage arrives. You are obliged to buy on lowest cost. We will consider reimbursement of reasonable out of pocket expenses, (excluding toiletries), on production of receipts. These should be sent to the Condor customer relations department via www.condor.com, along with your PIR form, baggage tags, flight ticket/number and boarding pass within 21 days after the delivery of your baggage.

Reimbursement of your expenses will be based on internationally applicable laws (Montreal Convention).

Damaged Baggage

Please make sure to complete a Property Irregularity Report form (PIR) either by logging on to our online portal <https://www.mybag.aero/condor/en> (QR-Code) or at the Condor lost and found desk before you leave the airport.

Settlement of Damages (PIR report required)

Any claim for settlement must be submitted immediately, or **no later than 7 days** after you received your baggage. You may submit your claim through your own travel insurance or one of our service providers, Dolfi 1920 GmbH or FGS Flughafen Gepäck Service.

If you choose to claim through Condor or in cases of damaged wheelchair/mobility devices, sporting equipment, missing or damaged items within your bag, please contact the customer relations department via www.condor.com.

Contact of our Service provider

Dolfi 1920 GmbH
Langer Kornweg 34c
D-65451 Kelsterbach
www.dolfi1920.de
info.germany@dolfi1920.de

Flughafen Gepäck Service
Terminal 1, Hall B Arrival
Post Box 143
D-60549 Frankfurt/Main
kundenservice@fgs-frankfurt.de