



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?

Please fill in the enclosed repair order and submit it with your baggage and following documents:

- 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.

Note for passengers with residence outside Germany

The repair service is only offered within Germany. Passengers with residence outside Germany will receive a reimbursement for the repair cost through the Customer Relations Department within the legal maximum liability.

Please submit, **immediately, latest within 7 days** (even after your return trip, with flight document), following documents to the Customer Relations Department:

- 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
- invoice for repair or if a repair is not possible, expertise and purchase receipt of the new bag

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

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

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

Flughafen Gepäck Service

Gepäckservice
Ankunftshalle B1
60549 Frankfurt / Main
Telefon +49 69 690 48101
kundenservice@fgs-frankfurt.de

Dolfi 1920 GmbH

Gutleutstraße 298a
60327 Frankfurt / Main
Telefon +49 69 26486440
kontakt@dolfi1920.de
www.dolfi1920.de

Condor Flugdienst GmbH

Customer Relations

Thomas Cook Platz 1
61440 Oberursel
Fax: +49 6171 65 2127

E-Mail form: 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 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.