

Baggage? No Problem!

If a piece of baggage is misguided, the Lost & Found office at your arrival airport is in charge of the tracing process. Please report the loss or damage of your baggage immediately after your arrival.

Lost Baggage

Lost and Found personnel will issue a Lost report P.I.R. and give you copy of it.

Please refer to the Lost and Found Department at the Airport for information and update on your baggage up to 5 days from date of arrival.

If you receive no positive answer from the inquiry office within the first five days, please complete the Bag inventory List Form and send it to the following address:

Etihad Regional

Operated by Darwin Airline

Darwin Airline SA

Customer Relations

Baggage Irregularities

Via Campagna Centro Nord Sud Stabile 2

CH-6934 -Bioggio

Fax: +41 91 612 4517

E-Mail: customer.baggage@etihadregional.com

We kindly ask you to send the following documents to the above mentioned address written on top of the letter:

- original Property Irregularity Report (P.I.R) opened at lost & found
- detailed list of the contents of your missing bag (see and fill the attached form)
- copy of your airline ticket (or electronic ticket receipt)
- missing baggage tag receipt

Luggage handed to an airline for transportation is not automatically insured. The baggage liability limitations can be found in the "General Conditions of Carriage" attached to all airline tickets.

In line with the general regulations and according to the airline's policies and procedures, for delayed luggage of more than 24 hours and out of your residence, **Etihad Regional** Operated by Darwin Airline, Darwin Airline SA reimburses a maximum of CHF 100.-/EUR 85.- (economy class) for articles of prime necessity (toiletries, clothes).

Damage to checked baggage:

In case of damaged baggage please report immediately to the lost and found desk of your arrival airport.

Damaged piece of luggage shall be delivered to a luggage repair shop of your choice to repair the bag. If the baggage is not repairable, you are kindly requested to send to our address a declaration from the shop.

In case of damaged wheelchair or mobility aid, please follow the same procedure or contact customer.baggage@etihadregional.com.

In case of reimbursement request, we kindly ask you to send the following documents to **Etihad Regional** Operated by Darwin Airline, Darwin Airline SA, Customer Relations Baggage Irregularities:

- Copy of your damaged luggage report
- Copy of your airline ticket
- Baggage Tag
- Your permanent address
- The repair bill or statement of its irreparable condition and the purchase receipt for the damaged luggage. If not available, please send information about date/place of purchase and price.
- Your Bank details including the IBAN code.

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In case of pilferage, please report to Airport or local Police station, and make a detailed list of stolen items.

As alternative to the above mentioned procedure:

If you are resident in Lugano or Geneva

A repair or replacement service for damaged baggage is offered by **Etihad Regional** Operated by Darwin Airline.

For further information and address kindly refer to the information written on the Damage Report or ask to the lost and found agent at your arrival airport.

If you are resident in Italy:

We ask you to connect to the Internet, website www.e-baggage.net, where you will be able to choose in a fast and easy way a bag to replace the one that was damaged. The new bag will be delivered to your home address, with no other actions on your part. Just keep your DPR number (Damaged Property Report), issued at the airport upon arrival; this code and your family name are the only information needed to access the site and complete the replacement procedure.

For an efficient completion of the matter we ask you to provide the needed information within 7 days after reporting the damage.

Information Notice:

- Written notice of a damage claim must be submitted to the airline 7 (seven) days from date of receipt of baggage.
- Minor damages like scratches, dents, straps, stains caused by regular handling during transportation are not reimbursed.
- Reimbursement for unusable baggage will be settled under airline legal and international limits of liability.
- In case of pilfered baggage, please report to Airport or local Police station and make a detailed list of stolen items.

Please refer to our General Conditions of Transport for Passengers and Baggage, sections 13 and 14 where you will find further information regarding our limits of liability in case of lost or damaged baggage.

We thank you for your kind cooperation and understanding.

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