

My Baggage Claim Form



SECTION 1: IMPORTANT INFORMATION ABOUT OUR CLAIMS PROCESS FOR LOSS AND/OR DAMAGE

Before completing this form you should visit our website www.mybaggage.com to get all the information you need regarding the agreed Terms and Conditions, Prohibited and Non Compensation items as well as the level of compensation available for your shipment. All sections must be completed in full - your claim will be rejected if your claim form is not complete. All claims must be received within 14 days of the collection date.

SECTION 2: YOUR DETAILS

Customer Name	:												
Order / Tracking Number	:					Collection Date	:						
								D	D	M	M	Y	Y
Courier	:					Delivery Date	:						
								D	D	M	M	Y	Y
Collection Address	:												
Delivery Address	:												
Email	:												

SECTION 3: DETAILS OF CLAIM

Type of Claim	☐ Damaged Contents Contents inside your shipment are damaged.	☐ Missing Contents Shipment has been delivered however internal contents are missing	☐ Total Loss Complete loss of all items in shipment.	☐ Partial Loss When multiple items, such as boxes and suitcases, are shipped, and all shipment items are not delivered in its entirety.
Currency of Claim			Level of Compensation Cover	

This is the amount of cover chosen during booking. This can be found in your order payment and confirmation email.

Please give a full description of the outer packaging used for your shipment. E.g Brown Double Walled Box / Red Suitcase etc. Please give as much detail as possible including brand names. **For claims regarding damage** - we must receive a description and images of the packaging (including interior packaging such as bubble wrap/polystyrene) via email to show that your items were appropriately packaged for transport. Images of packaging are obligatory for damage claims.

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SECTION 3: DETAILS OF CLAIM

If claiming for **damaged contents please fill in the below fields**. Please give a full description of the items damaged and how they are damaged. Images of any damage, packaging (both outer and inner) and proof of purchase or value should be included with your claim form or emailed separately to claims@mybaggage.com. Images of packaging (i.e box, suitcase) is obligatory for damaged contents claims.

Item Description	Description of Damage	Date Purchased	Value

Total Value of Damage Claim

If claiming for **loss, partial loss or missing contents please fill in the below fields** Please give a full description of the items undelivered. Claims giving generic descriptions such as "Personal items", "Clothes" will not be approved. Proof of purchase or value should be provided for all items being claimed for. Images of packaging (i.e box, suitcase) is obligatory for missing contents claims.

If claiming for partial loss please note: Number of Items Sent Number of items Received
When multiple items, such as boxes and suitcases, are shipped, and all shipment items are not delivered in its entirety.

Item Description	Date Purchased	Value		Item Description	Date Purchased	Value

Total Value of Claim (Loss, Partial Loss or missing contents)

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SECTION 4: ADDITIONAL NOTES THAT MAY ASSIST YOUR CLAIM

SECTION 5: CHECKLIST, CONFIRMATION AND SUBMISSION

In order for all claims to be processed, please confirm you have completed the following:

Provided Proof of Purchase or Proof of value for all items being claimed for?	☐	Yes	
Provided images of any reported damage? (Obligatory for damage)	☐	Yes	☐ N/A
Provided images of packaging? (Obligatory for damage or missing contents)	☐	Yes	☐ N/A
Read the Prohibited / Non Compensation Items list at www.mybaggage.com ?	☐	Yes	
Read the Terms and Conditions at www.mybaggage.com ?	☐	Yes	

By submitting your claim form to My Baggage - you agree to the following statements:

I/We confirm that the above statements are true and that I/We are the claimant/s that purchased the service from My Baggage and that I/We are legally entitled to payment for loss or damage in accordance with the Terms and Conditions agreed to at booking.

I/We confirm that if needed, I/We will provide any additional information for the purposes of a claim.

I/We also undertake to advise My Baggage without delay if any items on this form are located or delivered and reimburse My Baggage for any compensation provided for these items.

I/We fully understand that the My Baggage claim process and take on average 6 - 8 weeks however these are dealt with on a case by case basis and be completed sooner or later than the average timeframe.

I/We fully understand that claims are dealt with via email only. We cannot discuss claims on the phone.

I/We fully understand that the outcome of the claim is final.

Customer Name

Claim Submission Date
D D M M Y Y

Signature