

Damaged baggage or missing contents

Claim form



When to use this form - you may make a claim in writing/via email using this claim form if:

- Your checked baggage has been **significantly damaged**
- The contents of your checked baggage are **significantly damaged (including wet damage) or missing**

Important Information about making your claim

If you are making a claim you must notify us in writing/via email within **7 days** of receipt of your baggage, otherwise your claim will be rejected. (Completion of this claim form and its receipt in our UK office within 7 days of your flight, will serve as notification).

We respectfully remind all customers making a claim that details of their bag(s) and contents (including description, date of purchase, place of purchase, and cost of purchase), along with

purchase receipts and repair estimates (clear and legible copies are acceptable), must be sent to us with this claim form before any settlement is considered. We regret we are unable to return original purchase receipts and/or repair estimates.

Claims will be assessed in line with our conditions of carriage and any settlements will be issued by electronic bank transfer.

Section 1: About you

Mr/Mrs/Miss/Ms/Other:	First name:	Family name:
Permanent address:		
Telephone number:	Country registered:	
Email address:		
Property Irregularity Report (PIR) number issued by airport staff:		
If you did not notify Virgin Atlantic Airways of the loss immediately at the airport, please state reason for delay:		

Section 2: About your journey (please include any connecting flights)

From	To	Flight number	Date of departure	Booking reference number

Section 3: About your claim

Have you already notified another carrier about the mishandling of your baggage? If yes, give details:	Yes <input type="checkbox"/> No <input type="checkbox"/>
Was your bag insured?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, have you notified your insurers?	Yes <input type="checkbox"/> No <input type="checkbox"/>

