

# Damaged baggage or missing contents

## Postal claim form

You should only use this form if you are making a claim in writing and sending via post. You may only make a claim 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

Post your claim within **7 days** of receipt of your baggage. Failure to complete within this time frame will result in your claim being rejected.

You must include details of your bag(s) and content along with the completion of this form. Failure to include these will delay processing or claim rejected. For each item you must include:

- Description
- Date items purchased
- Place items purchased
- Cost of items

You need to include clear and legible copies of receipts and repair estimates. We regret we are unable to return original purchase receipts and/or repair estimates.

Claims are assessed in line with our conditions of carriage and settlements are issued via electronic bank transfer.

## Section 1: About you

Mr/Mrs/Miss/Ms/Other: \_\_\_\_\_

First name \_\_\_\_\_ Family name \_\_\_\_\_

Permanent address \_\_\_\_\_  
\_\_\_\_\_

Telephone number \_\_\_\_\_ Country registered \_\_\_\_\_

Email address \_\_\_\_\_

If you did not notify Virgin Atlantic Airways of the damage or missing contents 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: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was your bag insured?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, have you notified your insurers?	<input type="checkbox"/> Yes <input type="checkbox"/> No



Section 5: Details of the missing items

Description of missing items	Purchase price	Date and place of purchase	Receipt enclosed?

Section 6: Declaration and submission of claim

I declare that to the best of my knowledge the above details are complete and correct

Name \_\_\_\_\_ Date \_\_\_\_\_

Please ensure you have included:

- 1. Booking reference number
- 2. Damaged bag reference number (PIR)
- 3. All purchase receipts

We recommend you send the completed form (along with all other relevant documents) recorded delivery to: **Virgin Atlantic Airways Ltd, Baggage Claims, The VHQ, Crawley, West Sussex RH10 9DF, United Kingdom**