

Necessary documents to execute a correct complaint:

- Boarding passenger in question.
- PIR (report of luggage irregularity) for every customer.
- Luggage ticket with the number of every parcel (no imperative).
- Copia de la reclamación a la compañía aérea, sellada.
- Complaint's copy to the airline company sealed.
- Bills that proof any damage as a result of this loss.

If you already have all these documents don't put it off, and send us the next electronic formulary, and we'll give you a personalized answer about your case, as soon as possible.

Complete the claim form on the site <http://www.retrasos.net>

From time to time during a trip, everybody has suffered the loss of a suitcase, or its damage. And it's true that this type of incidence is something that's common in our airports, and very often we don't know our rights or where to go to make a complaint or which are the time limit that we must keep.

As a rule, the airline company will be responsible for the luggage loss or its damage if the booked luggage is in the airplane or in custody of the company. Handbags or personal objects will be also the company's responsibility if its agents have been careless. Also the company will be responsible of the suffered damages, if they can't prove they took all the necessary steps to avoid them or that was impossible to take them.

However the company won't be responsible if the damage is due to the own nature of the luggage. Therefore it is advisable not to have delicate or perishable things in it, because the companies don't accept the responsibility if they arrive in bad condition.

If when the luggage is collected, you can see any damage or fault or it's lost, it's very important the customer goes to the involved company counter to present the proper complaint through the PIR, a formulary that you must fill in with your personal details and write down your complaint before leaving the luggage zone. It's important to know that to collect the luggage without filling in the formulary means that the luggage has been delivered in perfect condition. It's because of this that's very important to make the complaint as soon as the customer gets the luggage and verify if it's spoiled or lost.

Also the companies must have the preceptive complaint form that every company must offer to their customers, form that we recommend to fill in and keep a sealed copy.

We have to advise that to lodge a claim doesn't affect a posterior prosecution of this claim, before the court justice.

With regard to the time limit to hand in the complaints, in agreement to the Montreal Treaty, and the European legislation, there is seven days to appeal since the luggage delivery in case of damage. If there is a delay, the complaint must be made in the next 21 days since the delivery

date. If it's a case of luggage loss, it's after 21 days from your arrival, that you can make a complaint, always in writing. If you go to the court, the complaint action prescribes in two years.

In regard to the compensations, it's applicable the Montreal Treaty, the CE rules nº 889/2002 and the 1960's LNA relative to the airline companies' responsibility, about the aerial transportation of the passengers and its luggage, that in regard of the luggage transportation, set the transporter responsibility in case of damage, loss or delay in 1.000 special rights of transfer (D.E.G.) for each customer, whose exchange value in euros is about 1.400.

One of the reasons for not to operate this limit settled in the international regulation, would be a special declaration of the luggage value had been made before booking it, paying an additional fee. In case of loss or damage of this luggage the compensation would be the declared value. Another reason would be the proved company's deceit in the luggage transporting.

For the handbags, the responsibility will be limited in 332 D.E.G. for every passenger. (489,20 €)

Recommendations:

- Do not leave the airport without the pertinent and individual PIR.
- Do not hand the list of the lost luggage belonging.
- Do not hand any original document to the airline company.
- If the incidence is about a delay it's very important to get a certificate of the day and hour of the delivered luggage.
- If the incidence is about a delay it's essential to prove with bills every economical damage possible.
- If the incidence is about delay or damage, do not miss the claim's time limits, that's seven days for damage, ten days for luggage delivered in delayed national flights, and twenty one days in delayed international flights.

If you have suffered a cancelled flight send us the electronic formulary that we supply next, and we'll offer a personalized answer as soon as possible.

Don't forget that our study is completely free and in the case is viable we'll carry out the process free of charge. (Our fees will be a percentage amount from the compensation obtained, if you don't get any money, we don't either)

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