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I have lost my handbag, what do I do? ^

Customers are solely responsible for carriage of their hand bag / personal belongings. IndiGo is not liable for any loss / damage caused to customer's hand baggage / personal belongings.

Track your bag: We strive to ensure the safe and timely delivery of your baggage upon your arrival to your destination.

[Click here](#) in case you wish to track your bag.

My bag has not arrived at the destination, what do I do? ^

In case your bag has not arrived at the destination, please contact our staff members at the desk located in the arrival hall of the destination airport.

My bag has arrived at the destination, however, it has been damaged. What do I do? ^

In case your bag has arrived at the destination but is not in good condition or has been damaged, please contact our

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staff members at the desk located in the arrival hall of the destination airport.

What happens if I am unable to report loss / damage to my bag? ^

Any receipt of baggage without complaint on the termination of the journey shall be prima facie evidence that the baggage has been delivered correctly and in good condition. A customer who leaves the baggage delivery area without reporting a bag as missing or damaged to an IndiGo representative will be deemed to have received his/her bag correctly and in good condition

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We're just a ring away.

India: [0124-6173838](tel:0124-6173838),

[0124-4973838](tel:0124-4973838)



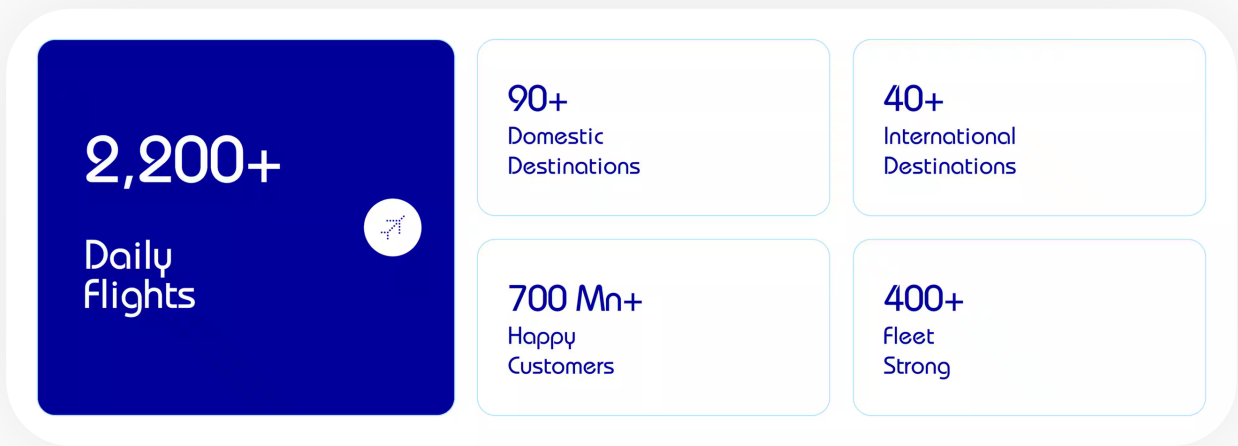
Feedback

Have a compliment or
complaint?



Chat with us

Questions? We are
here to help.



Share Feedback

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- 6E Embrace – Diversity Equity & Inclusion
- IndiGoReach – Our CSR initiatives
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- RPWD – Equal Opportunity Policy
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