To ,

Dear Passenger,

Further to your claim at Baggage Service Call Center on «dateincident», A claim number «incidentnumber» was issued.

In order to handle your claim, please turn with the damaged item to one of our authorized repair centers within 60 days.

Kindly present to the repair center the following documents: A copy of this letter or the claim number listed above, Baggage tag, Boarding pass or flight ticket.

**LUGGAGE**

**A.R.T.Y Rimon Ltd.**

Telephone: 1-700-504-544

|  |  |  |  |
| --- | --- | --- | --- |
| 03-5058592 | Tik HaTikim, Holon Mall | Holon | |
| 02-6521498 | Kanfei Nesharim 24, Givat Shaul | Jerusalem | |
| 09-8330569 | Alfa, Kikar Ha’atzmaut 4 | Netanya | |
| 03-9229049 | Hameretz 6  (Repair / replacements done on premises) | Petach Tikva | |
| 03-6166676 | Tik HaTikim, Ayalon Mall, Central Section | Ramat Gan | |
| 03-5230775 | Hayotzrim 7 | Or Yehuda | |
| 09-9577803 | Sokolov 90(Repair / replacements done on premises) | Herzliya | |
| 03-6813146 | Venus Leather Designs, HaKishor 2  Cohentik , Tchernichovsky 16 | Tel Aviv | |
|  | | |

**Nandy Ltd.**

Telephone: 1-700-505-770

|  |  |  |
| --- | --- | --- |
| 04-8123444 | “Grand Canyon” Mall, Neve Sha’anan | Haifa |
| 04-8740133 | Tzur Shalom Industrial Zone, Yosef Levi 23 | Kiryat Bialik |

**Tikli**

|  |  |  |
| --- | --- | --- |
| 03-9601676/7 | Hamelacha 14  (Repair / replacements done on premises) | Or Yehuda |

**Makor Hatziyud**

|  |  |  |
| --- | --- | --- |
| 03-6822330 | Rechov Haaliyah 24  (Repair / replacements done on premises) | Tel Aviv |

**For areas without service centers, please contact the provider servicing your region for courier service.**

**WHEELCHAIRS**

**Steiner** - Rechov Moshe Shapiro 4, 1st floor, Room 14, Rishon Letzion

Tel: 03-9517674 Fax: 03-9414026

**STROLLERS**

**Bugaboo** – Hanevi’m 55, Ramat HaSharon (Merkaz Chazan)

Tel: 03-5407999 Fax: 03-5407022

**All Other Brands** – Contact ARTY Rimon at 1-700-504-544.

Yours truly,

Baggage Tracing,

Customer Service & Sales Division

EL AL Airlines LTD

Tel +973-3-9771111

[www.elal.co.il](http://www.elal.co.il/)