WITHOUT PREJUDICE

Dear «fullname»,

EL AL Israel Airlines does its utmost to deliver your baggage on time and damage-free. Nevertheless, there are cases in which baggage is damaged for reasons beyond our control, and we apologize for any inconvenience caused.

We hereby confirm that you have notified us on «dateincident» about the damage that occurred to your baggage on flight «flight» ,as described below. According to the Conditions of Contract, the airline is not liable for attached items or minor /exterior damage to your suitcase or protruding baggage parts such as wheels, handles, straps, pockets, legs, locks, and zippers, including minor cuts, scratches, scuffs, dents and dirt which may occur through normal use. El Al is not liable for any damage caused as a result of normal wear and tear or overpacking. Furthermore, the airline is not liable for fragile items such as hard shell suitcases.

We regret the circumstances of your damaged baggage, and hope that your future flights with us will prove to be pleasant and trouble-free.

Description of damage according to the passenger:

Yours truly,

Baggage Tracing

Customer Service & Sales Division

EL AL Airlines LTD

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Fax +972-3-7604444

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