

## Damaged Baggage Claim Form

We sincerely apologise if your baggage was damaged on your flight with us.

You can use this form to submit a claim for the cost to repair or replace the damaged item/s.

### 1. Property Irregularity Report (PIR)

Please provide the reference number on your Property Irregularity Report (e.g. OSLDY12345) and your Norwegian booking reference.

Property Irregularity Report (PIR) \_\_\_\_\_

Norwegian booking reference \_\_\_\_\_

### 2. Passenger details

Please provide details for the person making the claim.

Surname \_\_\_\_\_ First name \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Permanent address

Street name \_\_\_\_\_ City \_\_\_\_\_

Postcode \_\_\_\_\_ Country \_\_\_\_\_

### 3. Bank account details

Approved reimbursement will be made via bank transfer. Please provide bank account details for an international transfer. If you are uncertain what information you must provide, please contact your bank.

Account holder \_\_\_\_\_

Account holder's address

Street name \_\_\_\_\_ City \_\_\_\_\_

Postcode \_\_\_\_\_ Country \_\_\_\_\_

Bank name \_\_\_\_\_ Account number \_\_\_\_\_

BIC/SWIFT \_\_\_\_\_ IBAN/ABA \_\_\_\_\_

#### 4. Description of damaged baggage

Please provide a description of the damaged baggage and type of damage. Attach a separate sheet if necessary. The original documentation for the cost to repair/valuation must be available upon request.

**Brand** \_\_\_\_\_ **Model name/number** \_\_\_\_\_

**Description of the damage to the baggage**

e.g. broken handle/wheels etc. (add an extra page if necessary)

---

**Purchase price** \_\_\_\_\_ **Cost to repair** \_\_\_\_\_ **Age** \_\_\_\_\_

#### 5. Documentation checklist

The following documentation must be provided. Please check off the items you are submitting.

**Damaged Baggage Claim Form** ☐

**Property Irregularity Report (PIR)** ☐

**Documentation for the damaged item/s** ☐  
e.g. valuation, receipt for repairs etc.

Once you have completed all sections of this form, please send this completed form together with the original documentation required (photocopies not accepted) by post to:

Norwegian Air Shuttle ASA  
Norwegian Baggage Department  
Oksenøyveien 3  
P.O. Box 115  
NO- 1330 Fornebu, Norway

Best regards,

Norwegian Baggage Department  
Norwegian Air Shuttle ASA

*NOTE: All claims will be assessed in accordance with our General Conditions of Carriage and depreciation may be deducted.*