

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) AMSDY11993/30MAR15/1130GMT

Norwegian booking reference ZC5UGC

2. Passenger details

Please provide details for the person making the claim.

Surname Levine First name Thomas

Phone +1 229 516 1541 Email _@thomaslevine.com

Permanent address

Street name 54 Walworth Avenue City Scarsdale

Postcode 10583-1423 Country USA

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 Thomas Levine

Account holder's address

Street name 54 Walworth Avenue City Scarsdale

Postcode 10583-1423 Country New York

Bank name Internet Archive FCU Account number 10647

BIC/SWIFT IBAN/ABA 244084264

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	<u>Surly</u>	Model name/number	<u>Long Haul Trucker</u>
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Description of the damage to the baggage

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

Crank is bent such that the pedal goes in crooked, front wheel is substantially bent, and front racks are bent such that bags no longer fit on them. Also, I needed to take a train at cost of 20.80 EUR because the bicycle was unfit for riding until I had it repaired.

Purchase price	<u>\$1,100</u>	Cost to repair	<u>\$334.30</u>	Age	<u>Three months</u>
(200.80 EUR + 119.99 USD)					

5. Documentation checklist

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

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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.