

Damaged Baggage Policy – CloudWay 24

Overview

At CloudWay 24, we strive to ensure the safety and care of your baggage throughout your journey. However, in the rare event your baggage is damaged during transit, we are committed to addressing your concerns promptly and fairly.

What Qualifies as Damaged Baggage?

Damaged baggage includes:

- Broken handles, wheels, or locks
- Tears, holes, or serious dents in the baggage structure
- Damaged zippers or missing straps
- Soiling, stains, or water damage caused by airline handling

Not Covered:

- Minor scratches, scuffs, or dents consistent with normal handling
- Pre-existing damage or overpacked bags
- Accessories or items attached to baggage (e.g., removable straps, covers)

Reporting Damaged Baggage

At the Airport

1. **Report immediately** to the CloudWay 24 Baggage Service Desk before leaving the arrival hall.
2. Fill out the **Damaged Baggage Claim Form** with our representative.
3. Provide your **boarding pass, bag tags**, and a valid photo ID.

After Leaving the Airport

- If you notice the damage after leaving, report it in writing within **7 days** of receiving your baggage.
- Email: baggagesupport@cloudway24.com
- Include: Photos of the damage, baggage tag, travel details, and contact information.

Our Compensation Policy

CloudWay 24 will:

- Evaluate the extent and cause of the damage.
- Offer a repair service, replacement bag, or financial compensation (as per international

conventions and airline policy). - Compensation may vary depending on the level of damage, bag age, and documentation provided.

Note:

CloudWay 24's liability for damaged baggage is limited as per the Montreal Convention and company policy.

Exclusions

- Fragile, perishable, or valuable items packed in checked luggage
 - Incorrectly packed or overstuffed baggage
 - Minor cosmetic damages
 - Delayed reporting (claims after 7 days of arrival)
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Contact & Support

- **Baggage Desk** at any CloudWay 24 arrival hall
 - **Customer Support:**
 - Email: baggagesupport@cloudway24.com
 - Website: CloudWay24.com/support
 - App: Use “Manage My Flight” > “Report Baggage Issue”
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Helpful Tips

- Keep your bag tags and receipts until the end of your journey.
 - Inspect your baggage immediately upon collection.
 - Use name labels on your baggage.
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For full terms and the latest updates, please refer to CloudWay24.com/baggage-policy or check the CloudWay 24 App.