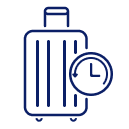
Damaged, Delayed or Lost Baggage

We're sorry you're experiencing an issue with a checked bag and apologize for the inconvenience. To help resolve your issue, select the option below that best describes your scenario.



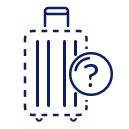
[Damaged Baggage, Go to footer note](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#damaged)

If your bag was damaged in transit, you can submit a claim to potentially repair or replace it.



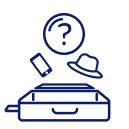
[Delayed Baggage, Go to footer note](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#delayed)

If your checked bag is delayed and not at baggage claim when you arrive, make a report so we can help you find it.



[Lost Baggage, Go to footer note](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#lost)

If your checked bag isn’t found within 21 days of your arrival, it is likely lost. We can help you get reimbursed for your bag.



[Missing Items from Checked Baggage (Pilferage), Go to footer note](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#missing)

If items are missing from your checked bag after arrival, submit a claim to request reimbursement.

More: [Track Checked Bags](https://www.delta.com/global/en/baggage/checked-baggage/track-checked-baggage) | [Check Bag Claim Status](https://www.delta.com/global/en/need-help/overview?commentComplaintsForm) | [Get Help for Lost Item](https://app.nettracer.aero/lf-pax/delta/landing)

Review Guidelines for Damaged, Delayed or Lost Baggage

Resources to help you manage bag disruptions are below. Whether your bag is delayed, damaged, lost, or items are missing from your checked bag, we’re here to help.

Expand AllCollapse All

[Damaged Baggage](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#expander-image-panel-parsys_expander_copy_0)

If your bag is damaged in transit, we may be able to repair or replace it. If you’re still at the airport, please visit the Baggage Service Office (BSO) for assistance. If that doesn’t resolve the issue, submit a damaged baggage claim.

**Submit a Damaged Baggage Claim**

1. Visit the Delta Baggage Service Office to report your damaged bag  
   a. You must report damage within 24 hours of arrival for domestic flights and within 7 days of arrival for international flights
2. Keep the file reference number provided by the Delta Baggage Service Office – you’ll need it to fill out your claim
3. Select “Begin Claim” below to start the claims process
4. Select “Damage Only” on the claim form and include any relevant receipts for reimbursement with your bag claim

We’ll contact you to discuss the status of your claim. Please note, Delta does not reimburse for normal wear and tear.

[**Begin Claim**](https://www.delta.com/bags/claimLanding.action)

**TSA Bag Inspection Damage**

If the Transportation Security Administration (TSA) selected your bag for random search, a written note of inspection will be inside your bag or attached to a seal on the outside. If you believe your bag was damaged during the search, please contact TSA directly at 866-289-9673 for help.

[Delayed Baggage](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#expander-image-panel-parsys_expander_copy_1)

We apologize for the inconvenience of a delayed bag and we’re here to help.

**Bags Delayed 5 Days or Less**

To begin your bag search, report the delay at the airport:

1. Visit the Delta Baggage Service Office (BSO) to file a delayed baggage report
2. Save your file reference number and baggage report for tracking purposes

If we find your bag within 5 days of your arrival, your bag will be delivered to you based on the information provided in your baggage report and no further action is needed.

Sometimes, you may need to request reimbursement for reasonable expenses caused by a bag delay. [Begin a claim](https://www.delta.com/bags/claimLanding.action) and select “Out of Pocket Expense.” We’ll review your claim and contact you about next steps and settlements.

**Bags Delayed 6 Days or More (Potential Property Loss)**

If it’s been 6 days or more, submit a property loss claim:

1. Use the baggage report you made with the BSO to find your file reference number
2. Select “Begin Claim” below and enter your file reference number when prompted
3. Select the “Property Loss Claim” option and include relevant receipts for reimbursement with your bag claim

[**Begin Claim**](https://www.delta.com/bags/claimLanding.action)

[Lost Baggage](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#expander-image-panel-parsys_expander_copy_2)

If you’ve already submitted a [property loss claim, Go to footer note](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#delayed) and it hasn’t been 21 days yet, we are still searching for your bag and no further action is required.

If your bag is not located within 21 days of your arrival, we regret to share that the bag is likely lost. A Delta representative will contact you to discuss a settlement and/or reimbursement for the loss.

[Missing Items from Checked Baggage (Pilferage)](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#expander-image-panel-parsys_expander_copy_3)

If you discover items are missing from your checked bag, we apologize for any inconvenience. To help resolve this issue, follow the steps below:

1. [Message us](https://www.delta.com/us/en/need-help/overview#messageUs) to speak to a reservations specialist and report missing items  
   a. You must report within 24 hours of arrival for domestic flights and 7 days of arrival for international flights
2. Keep the file reference number provided by the specialist – you’ll need this to submit your eClaim
3. Return to this page and select “Begin Claim” below
4. Select “Pilferage Only” and include any relevant receipts for reimbursement with your bag claim

[**Begin Claim**](https://www.delta.com/bags/claimLanding.action%20)

**Items Lost on Plane or at Airport**

If you left an item on a plane, anywhere at the airport or in a Delta Sky Club, please visit the [Lost and Found](https://app.nettracer.aero/lf-pax/delta/landing) page to start a claim for your lost item.

[Reimbursement Requests and Guidelines](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#expander-image-panel-parsys_expander_copy_4)

**Submit a Request**

To request reimbursement for reasonable expenses caused by a [damaged bag, Go to footer note](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#damaged), [delayed bag, Go to footer note](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#delayed) or [checked bag with missing items, Go to footer note](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#missing):

* Request reimbursement on the appropriate claim form when you begin your claim
* Provide legible receipts for the referenced items
* Once you submit a claim, we will contact you

**Expense Reimbursement Guidelines**

* Baggage claim forms must first be submitted to receive any reimbursements
* Receipts must be presented for all reasonable expense reimbursements incurred due to the delay of your bag(s)
* Reasonable expenses are generally determined as $50 USD per day\* for the first 5 days that the bag is delayed
* If your bag is lost after 21 days, reimbursements will be deducted from your final settlement

\*The guidelines for reasonable expenses are NOT daily limits or a cap, as additional expenses may be incurred and will be handled on an individual basis up to the limit of liability.

[Checked Baggage Fee Refunds](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#expander-image-panel-parsys_expander_copy_5)

If your checked bag is delayed, then you’re eligible for a refund of the checked bag fee, depending on the extent of the delay. Refunds for checked bag fees are issued as follows:

* For domestic travel: bags not delivered within 12 hours of arriving at the gate
* For international travel, flights of 12 hours or less: bags not delivered within 15 hours of arriving at the gate
* For international travel, flights of more than 12 hours: bags not delivered within 30 hours of arriving at the gate

Exceptions apply, and bag fees will not be refunded due to a delay in bag delivery if the bag is delayed because:

1. You did not pick up and recheck your bag at international customs and immigration
2. You voluntarily agreed to separate from your bag
3. You failed to meet the minimum check-in time requirement for a flight or are flying standby (without a confirmed seat) for a flight  
   a. You may still be eligible for a refund if your bag is lost or pilfered

Speak with a Delta representative at the Baggage Service Office (BSO) to report your delayed checked bag and to learn more about checked bag fee refunds. [Message us](https://www.delta.com/us/en/need-help/overview#messageUs) for additional support.

[When to Contact Us](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#expander-image-panel-parsys_expander_copy_6)

If you need additional help or prefer to speak to us directly, you can [message us](https://www.delta.com/us/en/need-help/overview#messageUs) to connect with a reservations specialist or use the below information to reach us by phone.

**Within the U.S.**

* Call us toll-free at 800-325-8244
* If toll-free is unavailable, call us at 404-209-3034

**Outside the U.S.**

Visit the [Help Center](https://www.delta.com/us/en/need-help/overview#contactus) to review a list of contact numbers by country for assistance in a local language.

Frequently Asked Questions

Expand AllCollapse All

[If I forgot to get my file reference number at the Baggage Service Office (BSO), can I still make a baggage claim?](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#expander-image-panel-expander_1305006684__0)

Yes, you can still make a claim without a file reference number. Start with [this form](https://www.delta.com/us/en/need-help/overview?commentComplaintsForm) and follow the below steps:

1. Select “Submit Feedback”
2. Select “File a Complaint” and “Checked Bags”
3. Choose the appropriate issue for your situation
4. Complete the form and submit

A Delta representative will email you with status updates.

[How much will Delta pay for damaged, delayed or lost bags?](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#expander-image-panel-expander_1305006684__1)

Liability for lost, delayed or damaged baggage claims is limited to the below:

| Type of Liability | **Liability Limits** |
| --- | --- |
| **Domestic Liability Limit** | $3,800 per ticketed passenger |
| **International Liability Limit (governed by the Warsaw Convention)** | $9.07 per lb. up to $640 per bag (U.S. Dollars) |
| **International Liability Limit (governed by the Montreal Convention)** | 1,288 SDR (Special Drawing Rights) per ticketed passenger\* |

\*SDR (Special Drawing Rights) is an International Monetary Fund unit of currency. SDRs will be converted to U.S. dollars using the rate in effect on the mishandled bags settlement date.

Delta assumes no liability for preexisting damage, including minor cuts, scratches and broken zippers as a result of over packing, or for wear and tear resulting from ordinary handling of bags.

Below are the liability restrictions and exceptions:

* Maximum liability is not automatic — damage or loss value must be proven
* No maximum liability applies to wheelchairs or assistive devices
* Delta is not liable for unsuitably packed items
* Delta is not liable for loss, damage, or delay of baggage that may result from a security search conducted by any local, state, or federal agency

See Delta's [Contract of Carriage](https://www.delta.com/us/en/legal/contract-of-carriage-dgr) for complete Baggage Liability rules.

[What if I lost an item on the plane or at the airport?](https://www.delta.com/us/en/baggage/delayed-lost-damaged-baggage#expander-image-panel-expander_1305006684__2)

If you left an item on the plane, anywhere at the airport or in a Delta Sky Club, please visit the [Lost and Found](https://app.nettracer.aero/lf-pax/delta/landing) page to start a claim for your lost item.