Delayed bags

Checked bags are considered delayed if they don’t arrive by the time you reach your final destination.

1Report issue

You can report a delayed bag by doing one of the following:

* Report it [onlineReport your delayed bag in our website. Opens in a new tab](https://www.united.com/en/us/bagdelivery/start) or in the [United appReport your delayed bags at our mobile application. Opens in a new tab](https://www.united.com/en/us/fly/travel-experience/united-app.html)
* Report it via

chat Report it via chat. Opens the chat

 or text "BAGS” to 32050

* Report it by calling the Baggage Recovery Center at 1-800-335-2247 (International 1-281-821-3526)

Report delayed bags Click to report your delayed bags. Opens in a new tab

After you report the issue, you'll receive a file reference number that ends in M (for example: ORD12345M). You can schedule a pickup or set up free bag delivery.

In some cases where a bag is delayed over 12 hours, we give an automatic bag fee refund. We’ll automatically refund bag fees if:

* A bag is delayed over 12 hours on a domestic flight
* A bag is delayed over 15 hours on an international flight less than 12 hours
* A bag is delayed over 30 hours on an international flight longer than 12 hours

To learn more about automatic refunds [view our policy](https://www.united.com/en/US/fly/travel/refund-policy.html).

Reporting timeline

* Report delayed bags within 24 hours of arrival if you traveled in the U.S., Guam, Puerto Rico, or the U.S. Virgin Islands.
* Report delayed bags within 21 days of arrival if you traveled internationally or returned to the U.S. from abroad.

Reimbursement claim timeline

* Submit your claim within 45 days of arrival if you traveled in the U.S., Guam, Puerto Rico, or the U.S. Virgin Islands.
* Submit your claim within 21 days of arrival if you traveled internationally or returned to the U.S. from abroad.

What currency will I be reimbursed in?

You'll be reimbursed in the local currency of the address on your claim. For example, if you live in the U.S. and submit a claim with receipts for expenses in Brazil, you'll be reimbursed in USD.

**When will my delayed bag be delivered?**

**Once you report your delayed bags and they arrive at the destination airport, we'll prepare them for delivery or hold them for pickup. Deliveries can take up to 8 hours for U.S. locations or longer for international locations. The daily cutoff time for residential deliveries is 11 p.m. We’ll hold the bags for pickup for 5 days. Track bags in our app or on our website for the** most up to date information.

How long will you search for my missing checked bag or lost items?

After submitting a claim for lost bags or missing items, we’ll complete a thorough search for about 21 days. If we find your missing items or lost bags, we’ll contact you to set up a bag or item return. If we don’t find your bag, we’ll email you to discuss next steps.

I booked my trip with United, but the last leg of my trip was with a different airline. Who should I contact about my delayed or lost bag?

Contact the last airline on your itinerary to report your delayed or lost bag.

I arrived in my connecting city, but my bag didn’t arrive with me. Should I file a delayed bag report?

No, you should not file a delayed bag report at your connection. Bags are considered delayed only if they don’t arrive by the time you arrive at your final destination.

Can I file an interim expense reimbursement claim if I made purchases to cover essential items?

Yes, we’ll cover any reasonable and necessary purchases of clothing and toiletries if your bag is delayed and you’re away from home. Reimbursement is based on several factors, including the length of time you were without your luggage.

To file a reimbursement claim, you must provide dated receipts that show purchased items and costs.

Bag liability limits

Reimbursement for expenses will be based upon acceptable proof of claim. Contact the Baggage Resolution Center for more information.

For travel within or between the United States, Guam, Puerto Rico and the U.S. Virgin Islands, United's liability for loss of, damage to, or delay in delivery of a passenger's checked baggage is limited to $3,800 per ticketed passenger with a checked bag. In accordance with 14 CFR Part 382, the above limit of liability does not apply for loss, damage or delay of wheelchairs or other assistive devices. United assumes no liability for [high-value, fragile, or perishable items](https://www.united.com/en/US/fly/baggage/fragile-and-valuable-items.html) carried in connection with domestic travel. For a complete list of excluded items, see the terms in our [Contract of Carriage.](https://www.united.com/en/US/fly/about-contract-of-carriage.html)

For international travel to which the Montreal Convention applies, liability for loss, delay, or damage is limited to 1,288 Special Drawing Rights (SDR) per passenger for checked and unchecked baggage. Exchange rates are available at [www.IMF.org.](https://www.imf.org/en/Home)

For international travel to which the Warsaw Convention applies, liability for loss, delay, or damage to baggage is limited to $20 per kilogram (approximately $9.07 per pound) up to $640 for checked baggage, and $400 per passenger for unchecked baggage.

Lost bags

If you haven’t received your bag more than 5 days after your arrival, it may be lost.

1Report issue

Before you can file a lost bag claim, you need to report your bag as delayed by doing one of the following:

* Report it [onlineReport your delayed bag in our website. Opens in a new tab](https://www.united.com/en/us/bagdelivery/start) or in the [United appReport your delayed bags at our mobile application. Opens in a new tab](https://www.united.com/en/us/fly/travel-experience/united-app.html)
* Report it via

chat Report it via chat. Opens the chat

 or text "BAGS” to 32050

* Report it by calling the Baggage Recovery Center at 1-800-335-2247 (International 1-281-821-3526)

After you report the issue, you'll receive a file reference number that ends in M (for example: ORD12345M).

2Request reimbursement

If you don’t have your bag 5 days after your arrival and reported your bag as delayed, we suggest filing a lost bag claim. In your claim, include detailed information about the items in your luggage, receipts and a photo ID. We’ll use this information to complete a thorough search for your bag or quickly approve your reimbursement if we’re unable to find it.

The maximum reimbursement amount is $3,800 for flights in the U.S. and $1,900 for international flights. Interim expenses that were already reimbursed will be deducted from the total amount.

What currency will I be reimbursed in?

You'll be reimbursed in the local currency of the address on your claim. For example, if you live in the U.S. and submit a claim with receipts for expenses in Brazil, you'll be reimbursed in USD.

When will my delayed bag be delivered?

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For international travel to which the Montreal Convention applies, liability for loss, delay, or damage is limited to 1,288 Special Drawing Rights (SDR) per passenger for checked and unchecked baggage. Exchange rates are available at [www.IMF.org.](https://www.imf.org/en/Home)

For international travel to which the Warsaw Convention applies, liability for loss, delay, or damage to baggage is limited to $20 per kilogram (approximately $9.07 per pound) up to $640 for checked baggage, and $400 per passenger for unchecked baggage.

**Damaged bags**

If you think your bag was damaged during your trip with United, you can report it as damaged.

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1Report issue

You can report a damaged bag by doing one of the following:

* Report it at the airport with the Baggage Service Office
* Report it via

chat Report it via chat. Opens the chat

 or text "BAGS” to 32050

* Report it by calling the Baggage Recovery Center at 1-800-335-2247 (International 1-281-821-3526)

After you report the issue, you’ll receive a file reference number that ends in D (for example: ORD12345D).

**Traveler pro tip:**

If your bag gets damaged, you may be able to get a replacement from the Baggage Service Office.

If your items were damaged during a security screening, you should [file a written claim](https://www.tsa.gov/travel/security-screening/claims) with the Transportation Security Administration (TSA). You can also call the TSA Contact Center at 1-866-289-9673.

Reporting timeline

* Report damaged bags within 24 hours of arrival if you traveled in the U.S., Guam, Puerto Rico, or the U.S. Virgin Islands.
* Report damaged bags within 7 days of arrival if you traveled internationally or returned to the U.S. from abroad.

Request reimbursement

**Standard checked bags**

You can submit a reimbursement claim at [rynnsluggage.com](https://rynnsluggage.com/) if you:

1. Reported your damaged bag
2. Didn’t receive a replacement bag
3. Still need a repair, replacement or reimbursement for damage

You’ll need the file reference number you got when you reported your damaged bag (for example: ORD12345D).

**Specialty items**

If you reported damage to a specialty item, like sporting equipment, use the damaged bag claim to request reimbursement.

Reimbursement claim timeline

* Submit your claim within 45 days of arrival if you traveled in the U.S., Guam, Puerto Rico, or the U.S. Virgin Islands.
* Submit your claim within 21 days of arrival if you traveled internationally or returned to the U.S. from abroad.

Missing items

If items are missing from your checked bags, you can report the issue. For [items lost during travel](https://www.united.com/en/US/fly/help/lost-and-found.html), file a lost item form.

1Report issue

You can report missing items by doing one of the following:

* Report it at the airport with the Baggage Service Office
* Report it via

chat Report it via chat. Opens the chat

 or text "BAGS” to 32050

* Report it by calling the Baggage Recovery Center at 1-800-335-2247 (International 1-281-821-3526)

After you report the issue, you'll receive a file reference number that ends in P (for example: ORD12345P).

If your items went missing during a security screening, you should [file a written claim](https://www.tsa.gov/travel/security-screening/claims) with the Transportation Security Administration (TSA). You can also call the TSA Contact Center at 1-866-289-9673.

Reporting timeline

* Report missing items within 24 hours of arrival if you traveled in the U.S., Guam, Puerto Rico, or the U.S. Virgin Islands.
* Report missing items within 7 days of arrival if you traveled internationally or returned to the U.S. from abroad.

2Request reimbursement

After you report your issue, you can submit a missing items claim for reimbursement.

Missing items claim Click to request a reimbursement for your missing items. Opens in a new tab

Reimbursement claim timeline

* Submit your claim within 45 days of arrival if you traveled in the U.S., Guam, Puerto Rico, or the U.S. Virgin Islands.
* Submit your claim within 21 days of arrival if you traveled internationally or returned to the U.S. from abroad.

Claim status

You can check the claim status for interim expenses, lost bags, damaged bags and missing items here

<https://www.united.com/en/us/claimform/checkstatus>