



SOUTHWEST AIRLINES

PASSENGER PROPERTY LOSS CLAIM FORM

REPORT NUMBER: _____

CUSTOMER NAME (FIRST, MIDDLE INITIAL, LAST) <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms.			HOME PHONE (AREA CODE) ()	CELL PHONE (AREA CODE) ()
OCCUPATION			EMPLOYER	
HOME ADDRESS (DO NOT USE PO BOX)			BUSINESS ADDRESS (DO NOT USE PO BOX)	
CITY	STATE/PROVINCE	ZIP/POSTAL CODE	CITY	ST/PROV ZIP/POSTAL
COUNTRY	DATE OF BIRTH	RAPID REWARD NUMBER	EMAIL ADDRESS	

YOUR COMPLETE ITINERARY

FROM (CITY)	TO (CITY)	AIRLINE	FLIGHT NUMBER	TRAVEL DATE

MISSING LUGGAGE CLAIM
CHECK NUMBER(S): _____

NUMBER OF TICKETED PASSENGERS
CLAIMING MISSING PROPERTY: _____

TICKET NUMBER(S) OR
CONFIRMATION NUMBER: _____

NUMBER OF
BAGS CHKD: _____

NUMBER OF
BAGS RCVD: _____

WAS EXCESS VALUATION DECLARED? ☐ YES ☐ NO IF YES – ATTACH COPY OF TICKET RECEIPT

WAS EXCESS/SIZE/WEIGHT CHARGE PAID? ☐ YES ☐ NO IF YES – ATTACH COPY OF TICKET RECEIPT

REASON FOR TRAVEL: _____ LENGTH OF STAY: _____

WHERE DID YOU CHECK YOUR LUGGAGE: ☐ TICKET COUNTER ☐ CURBSIDE ☐ GATE/PLANE ☐ KIOSK

WAS LOSS REPORTED IMMEDIATELY: ☐ YES ☐ NO IF NO, PLEASE EXPLAIN: _____

HOW WAS LOSS REPORTED: ☐ IN-PERSON ☐ BY PHONE TO WHOM: _____

HAVE YOU OR A MEMBER OF YOUR HOUSEHOLD EVER FILED ANY PROPERTY LOSS CLAIM WITH SOUTHWEST AIRLINES? ☐ YES ☐ NO

HAVE YOU OR A MEMBER OF YOUR HOUSEHOLD EVER FILED ANY PROPERTY LOSS CLAIM WITH ANY OTHER AIRLINE? ☐ YES ☐ NO

IF YES, PLEASE INDICATE ANY AND ALL CARRIERS INVOLVED AND APPROXIMATE DATE(S) OF SUCH CLAIMS: _____

IMPORTANT INFORMATION

- All forms must be complete and legible; failure to do so will delay recovery of your property and/or resolution of your claim.
- Retain copies of all documents for your records.
- Documentation to support a claim may be requested and includes, but is not limited to: original purchase receipts, credit card statements, and/or cancelled checks. Forwarding this documentation with your claim form may help in expediting the settlement process.
- **PLEASE PROVIDE THE FOLLOWING ITEMS TO SUPPORT YOUR CLAIM IF YOU HAVE NOT ALREADY:**
 - Passenger ticket receipt or ticketless confirmation receipt
 - Baggage claim check(s)
 - Legible copy of identification (i.e. driver's license, passport)**

PLEASE NOTE: COLOR, BRAND, AND SIZE ARE ESSENTIAL FOR EACH ITEM FOR A THOROUGH SEARCH TO BE COMPLETED. LIST EACH BAG AND CONTENTS ON A SEPARATE PAGE. IF MORE SPACE IS NEEDED, PLEASE MAKE ADDITIONAL PHOTOCOPIES OF THIS PAGE.

BAG TYPE (SEE CHART)	BAG COLOR	MATERIAL	BRAND	ID NAME ON BAG	PURCHASE DATE	ORIGINAL COST	DESCRIPTIVE ELEMENTS
							POCKETS <input type="checkbox"/> STRAPS <input type="checkbox"/> WHEELS <input type="checkbox"/>

[illegible]

TOTAL ORIGINAL COST FOR BAGGAGE AND CONTENTS = \$_____

**Please read the following information carefully.
Upon completion, mail to the address below.**

CERTIFICATION AND UNDERSTANDING

I understand that the sending of false or fraudulent claims through the United States mail or by means of other private or commercial interstate delivery services may constitute a violation of Federal law. I understand further that Southwest Airlines reserves the right to deny any claim it deems false or without merit, and that false or fraudulent claims received by Southwest Airlines will be referred to appropriate authorities for investigation.

I warrant that I am the owner of the property claimed on this form and that the information provided on the claim form(s) and receipts presented in support of my claim are accurate, complete, and true. I do hereby make a claim against Southwest Airlines in the amount of \$_____ for the loss which allegedly occurred on _____.

Claimant's Signature
(Parents may sign for children under 18)

You may provide the claim electronically via the Customer Portal Web Page or Mail the claim to: Southwest Airlines Co.
Central Baggage Services
PO Box 36663
Dallas, TX 75235-1663

LIMITS OF LIABILITY

Failure to download or request this claim form in writing within twenty-one (21) days after the occurrence of the event, and postmark and return this form within thirty (30) days from the date of receipt of this claim form, could result in the denial of this claim.













The Department of Transportation establishes baggage liability limits applicable for domestic travel and the Montreal Convention governs baggage liability for international travel including domestic portions of international travel. Information on these restrictions can be found in the contract of carriage available at Southwest.com.

It is expressly understood and agreed that the furnishing of this Property Loss Claim Form to Southwest, or assistance by Southwest in making of the proof of loss is not a waiver of any rights or admission of liability by Southwest and any other information and other documents required by Southwest shall be furnished on request and considered a part of the proof of the claim. Acceptance of this form shall not be deemed to be a waiver of any defenses of Southwest.

Closes without zippers Types 01-12

<p>Horizontal design Hard Shell</p>  <p>01 </p>	<p>Upright design</p>  <p>02 </p>	<p>Horizontal design suitcase Non-expandable</p>  <p>03 </p>	<p>Horizontal design suitcase Expandable</p>  <p>05 </p>
<p>Briefcase</p>  <p>06 </p>	<p> Closes without zippers Types 01-12</p>		<p>Document Case</p>  <p>07 </p>
<p>Military Style Bag</p>  <p>08 </p>	<p>Plastic/Laundry Bag</p>  <p>09 </p>	<p>Box (if Single Item use codes 01-99 with descriptive element B)</p>  <p>10 </p>	<p>Storage Container</p>  <p>12 </p>

Closes with zippers Types 20-29

<p>Garment Bag/ Suit Carrier</p>  <p>20 </p>	<p>Upright design, soft material</p>  <p>22 </p>	<p>Upright design, combined hard and soft material</p>  <p>22D </p>	<p>Upright design, hard material</p>  <p>22R </p>
<p>Horizontal design suitcase</p>  <p>23 </p>	<p> Closes with zippers Types 20-29</p>		<p>Duffel/ Sport Bag</p>  <p>25 </p>
<p>Lap Top/ Overnight bag</p>  <p>26 </p>	<p>Expandable upright</p>  <p>27 </p>	<p>Matted woven bag</p>  <p>28 </p>	<p>Backpack/ Rucksack</p>  <p>29 </p>

MISCELLANEOUS ARTICLES

Miscellaneous Bags, Containers, Articles

- | | | |
|---------------------------------------|---|--|
| 50. Hat Box | 63. Bicycle and/or accessories | 82. Computer/Communication equipment |
| 51. Courier Bag/Box/Package | 64. Sleeping bag/Bed roll/Tent | 83. Electrical Appliances |
| 52. Trunk/Sample/Display case | 65. Surf Equipment | 85. All Music Instruments |
| 53. Art/Display Portfolio | 66. Skis/Ski Poles | 89. Folding Chair |
| 54. Tube – without sporting equipment | 67. Snow Board and Other Sledding Devices | 90. Baggage trolley |
| 55. Duty free articles | 68. Ski Boots/Boot Bag | 92. Security Removed Items |
| 56. Cosmetic/Beauty case | 69. Sporting Equipment – Not listed elsewhere | 93. Shopping Bag |
| 57. Kennel/Pet container | 71. Child/Infant Car Seat | 94. Wheel Chair, powered or manual and accessories |
| 58. Ice Chest/Cooler | 72. Child/Infant equipment – Not listed elsewhere | 95. Orthopedic Devices |
| 59. Tool/Tackle box | 73. Full Size Baby Carriage | 96. Bedding Bag |
| 60. Fishing Rods | 74. Umbrella Stroller | 97. Dive Bag/Equipment |
| 61. Firearm(s) | 75. Wheeled Sporting Items | 98. Umbrella (all types) |
| 62. Golf bag and/or clubs | 81. Audio/Video/Visual/Photo equipment | 99. Article not shown |