

Dear Passengers,

please accept our apologies that your luggage was damaged / delayed during the flight with SmartWings airline.

DAMAGED BAGGAGE

Pursuant to Montreal Convention the passenger is obliged to claim damage of a baggage immediately upon baggage collection at the handling partner in the destination. **The damage may additionally be claimed to the carrier up to 7 days following the baggage collection** via online form <https://claim.travelservice.aero/en/> on our website.

For the repair / replace (in case that the luggage is beyond repair) of your damaged luggage you can contact company DOLFI 1920 s.r.o. with Damage report, luggage tag and boarding pass – contacts for Czech Republic - www.dolfi1920.cz, phone: 00420 234 253 700 or 00420 775 071 075 / 777 071 098.

Dolfi 1920 s.r.o., Toužimská 767, Hall B3, Praha 9 – Letňany (Mo-Thur - 9-17,00hrs, Fr - 9-15hrs)

If you are in the Czech Republic only for a short time you can contact the repair service at your own country. Company Dolfi 1920 s.r.o. operates also in Slovakia and Poland.

PILFERED BAGGAGE

Please report the loss of items from your checked baggage, whether due to damage or theft, via online form <https://claim.travelservice.aero/en/> on our website. Additionally, you can fill the online form also within 7 days of receiving your baggage. Please fill the list of names of the dispossessed items with the bills, price and age of these items together with the Damage report, boarding pass, bag tag.

UNDELIVERED BAGGAGE

The claim of undelivered baggage shall be made immediately upon the arrival of passenger to any destination. The claims made later shall not be taken into consideration. Luggage is traced for 30 days from the create of the Property Irregularity Report (PIR).

The claim for liability of a delayed baggage should be lodged in 21 days from handing over the baggage to recipient.

In case you do not receive any information about your baggage within 3 days from the written complaint, please contact our handling partner at the arrival destination and provide them as detailed a description of its contents.

If your baggage is delayed, you can be sure we will make maximum efforts to deliver it to you as soon as possible.

Claims can be accepted only via the online form <https://claim.travelservice.aero/en/> on the website, please do not send it by e-mail or postmail.