

## PROBLEM WITH BAGGAGE

Check list & instructions for traveler



**You are entitled to get a COMPENSATION UP TO € 1550  
in case your baggage was lost, damaged or delayed**

Full name: \_\_\_\_\_

Airport from: \_\_\_\_\_

Passport or ID No: \_\_\_\_\_

Airport to: \_\_\_\_\_

Citizenship: \_\_\_\_\_

Name of Airlines: \_\_\_\_\_

Email: \_\_\_\_\_

Flight date & time: \_\_\_\_\_

Phone No: \_\_\_\_\_

Flight number: \_\_\_\_\_

**Describe what happened (problem):**

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Baggage damaged

I have PIR or DPR\*<sup>1</sup> act

Baggage lost

I have a picture of my baggage

Baggage delay

Please, choose your problem with “√”

Other problem with baggage

Discount code: \_\_\_\_\_ (indicate)

### EXTENDED PROCEDURE

**in case baggage has been delayed, damaged or lost**

#### **Baggage was lost or delayed:**

1. Don't leave the airport of the destination without documentation! Every airport has Lost & Found office. Find the Lost & Found office, and apply for registration of the act PIR (property irregularity report) or DPR (damage property report).
2. Fill out the form provided by Lost & Found office. Clearly indicate the type, color, material from which the suitcase is made, the brand, specific signs differentiating your baggage from the other ones. List the items placed in the baggage, and approximate price.
3. Write down the address of the actual or temporary accommodation where the baggage should be delivered.
4. Save the act, the baggage tag, the boarding pass and the ticket until the moment of the baggage delivery.
5. In case baggage is delivered, to your address, immediately check condition of your baggage and properties inside.
6. In case you find damages or lost items in your baggage, ask carrier to draw an act about the damaged/lost items.
7. Ask for copy of act or make a picture or photocopy of the act to apply to the airline with a complaint.

#### **Baggage damaged:**

1. Don't leave the airport of the destination without documentation! Every airport has Lost & Found office. At this office, you need to apply for registration of the act PIR (property irregularity report) or DPR (damage property report).
2. Fill out the form provided by Lost & Found office. Clearly indicate the type, color, material from which the suitcase is made, the brand, specific signs differentiating your baggage from the other ones. List the items placed in the luggage, and approximate price.
3. Save the act, the baggage tag, the boarding pass and the ticket until the moment of make complaint.

**AirLaw.Pro are experts in claim compensations against airlines. Do you need help?**

Claim for free. We charge **only** if we are successful:

1. Fill out this document

2. Add pictures of checked documents

3. Send it to us by post / email /QR code

4. Or fill out claim form on our website:

<https://claim.airlaw.pro/req/Create/en/>

**POWER OF ATTORNEY AND ASSIGNMENT OF CLAIM**

The Client grants **AirLaw.Pro s.r.o.** a legal entity duly incorporated under legislation of Slovak Republic registration address: Zahradnicka 64, 821 04 Bratislava, Slovak Republic, ID: 9452207187 (hereinafter the “**AirLaw.Pro**”) and its affiliates and subcontractors (e.g. external lawyers) full authority to handle a claim against the Airline in relation to the below specified disrupted flight(s) (and also any other flight notified by Client to AirLaw.Pro via email) pursuant to AirLaw.Pro’s Terms & Conditions and/or contract entered between AirLaw.Pro and the Client, and pertinent to receiving compensation for this flight(s) as prescribed by the Regulation (EC) No. 261/2004 of the European Parliament and of the Council of 11 February 2004, Montreal Convention of 1999 and National laws.

The Client also assigns to AirLaw.Pro full ownership and legal title to compensations that the Client and his/her fellow passenger(s) (hereinafter the “**fellow passengers**”) are entitled to, based on the Regulation (EC) No. 261/2004 and Montreal Convention of 1999 year as result of disruptions happened to the flight(s).

If the assignment pursuant to this document is declared invalid for any reason, this document shall be considered a power of attorney granted by the Client to AirLaw.Pro, pursuant to which AirLaw.Pro is granted exclusive power, with full substitution right, to:

1. **represent** the Client and his/her accompanying passengers legally before the operating air carrier, charterers and booking agent, its subsidiaries and affiliated companies, insurers, banks, notary offices and before all and any supervisory authorities, arbitrations, courts and other third parties and **to carry out all arrangements and paperwork processing**, including attesting copies of documents, in relation to claiming, collecting and receiving sums of compensations and refunds prescribed by the Regulation (EC) No. 261/2004 and other applicable legislation on behalf of the Client and his/her fellow passengers, including but not limited to flight compensation sum, full or partial refund/reimbursement of airport taxes (levies/duties/fees), full or partial cost of the air tickets, accommodation, meals, transportation, amounts of losses (fines, penalties, lost profit and benefits, cost of damaged and lost goods) and of other compensations, refunds, expenses and losses due to the disrupted flight(s) specified herein as well as reimbursement of direct and indirect expenses born for collecting all sums specified herein and interest accrued on all sums specified herein;
2. **obtain** every type of information required, as well as to initiate & handle information requests with respect to any civil or administrative law proceeding and to initiate complaints and/or lawsuits with the respective courts, arbitrations or administrative bodies responsible for the enforcement of air passenger rights regulations on behalf of the Client;
3. **initiate**, conduct, undertake and enforce every type of negotiations as well as legal - judicial and extrajudicial - measures appropriate to collect the sums (compensations, refunds, expenses, losses, etc.) specified in this document from the Airline on behalf of the Client;
4. process Client’s personal identifiable data as AirLaw.Pro deems necessary and request operating Airlines not to process Client’s personal data as per applicable personal data protection laws, except only to verify Client’s claims;
5. collect, receive and make payments pertinent to the flight(s) specified herein and in relation to the Regulation (EC) No. 261/2004 and/or another legislation on behalf of the Client;
6. **authorize** any employee of AirLaw.Pro to execute any and all powers specified herein;
7. **delegate** any and all powers specified herein to any third person.

The abovementioned authorities extend to fellow passengers’ claims.

The Client understands that this means that he/she cannot accept any direct contact or payment from the Airline. By signing this Power of Attorney I agree with AirLaw.Pro’s Terms and conditions written on the website.

By signing this form, the Client assigns his/her rights to claim the payments specified herein to AirLaw.Pro, so that AirLaw.Pro can complete the rest of the claim process on behalf of the Client.

This form is used only for the purpose of collecting on behalf of the Client payments specified herein and is valid on any territory worldwide for an unlimited period of time from the day of its issuance.

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**Date**

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**Full Name and Signature**