

Damaged baggage and contents

WHAT IS THE POLICY REGARDING DAMAGED BAGGAGE?

Damage may be classified as major, minor, or cosmetic. If your baggage has been damaged and requires substantial repair or replacement, we will need to have the baggage submitted to us. An evaluation will determine the compensation.

Damage to baggage that is not the result of normal wear and tear that is still useable, but requires repair can be resolved in one of four ways:

- Immediate settlement with a discount code or check
- Replacement of the damaged bag
- Reimburse the amount you pay to have repairs completed, or
- Have the repairs made ourselves.

Damages resulting from an overpacked, overweight condition, or items with inadequate protection may not be covered.

WHAT ABOUT FRAGILE OR PERISHABLE ITEMS?

Contents of this nature in checked baggage, including spillable liquids and perishables, are not the airline's responsibility in domestic transportation. Liability claims for items in international itineraries are handled through our Central Baggage Service office.

WHAT IS THE PROCEDURE FOR NON-BAGGAGE TYPE ITEMS?

Claims for domestically checked items such as baby strollers, car seats, musical instruments, golf bags, bicycles, fishing equipment, machinery tools, etc., are all handled on a case by case basis (the way an item was packaged for transport will have significant bearing on whether the airline will assume liability). A Customer Service Agent must have the opportunity to view and document any damage immediately after the item is claimed at the carousel. If the Customer Service Agent or the Central Baggage Service office authorizes repair or replacement, please arrange for repair/replacement and submit the paid receipt to Central Baggage Service for reimbursement.



IS THERE A DEADLINE FOR REPORTING DAMAGE?

Baggage should always be inspected for any damage. We should be notified before you leave the airport. However, damage must be reported within 24 hours for domestic travel, or seven (7) days for international travel.

For damage covered by Alaska Airlines, an estimate or repair bill must be submitted within 60 days of your date of travel.

FURTHER INQUIRIES?

If you have further questions or concerns, please do not hesitate to contact the local station office.

Local telephone numbers can be found at alaskaair.com/stations

After appropriate actions locally have been concluded, you may write or call:

Alaska Airlines
Central Baggage Service/SEALZ
P.O. Box 68900, Seattle, WA 98168-0900
Phone: 1-877-815-8253 Fax: 206-592-5702

Additional information can be found at alaskaair.com/baggage

Our complete baggage policy can be viewed at alaskaair.com in our published Contract of Carriage.

Baggage Service

Information and policies for delayed or damaged baggage.

Alaska®



PLEASE ACCEPT OUR APOLOGIES

for any disruption or inconvenience this situation may cause. We hope you will find the following information helpful.

Delayed baggage

WHEN WILL MY BAG ARRIVE?

We expect that your baggage will be located and returned to you soon. Most delayed baggage is located within 24-48 hours. We appreciate your cooperation in providing us information about your missing baggage before leaving the airport by completing a delayed baggage report.

WHERE CAN I FILE A DELAYED BAGGAGE REPORT?

A delayed baggage report can be filed with a Customer Service Agent at the Baggage Service office of your arrival airport.

For domestic travel, you may file a report up to 24 hours after your arrival.

For international travel, you may file a delayed report up to twenty-one (21) days after your arrival.

WHAT HAPPENS NOW THAT I HAVE REPORTED MY BAGGAGE AS MISSING?

Our search efforts begin with a system wide computer trace. We will notify you promptly of any developments. Our baggage offices or Central Baggage Department will by trying to contact you by phone from unfamiliar, private, or blocked number as hours at some locations are limited.

Your patience during this process is genuinely appreciated. In the meantime, please be sure to retain your ticket receipts, baggage claim checks, and any other documents related to your travel.

WILL MY BAGGAGE BE DELIVERED TO MY HOME/HOTEL?

Yes, unless you checked your baggage in late or you chose to take a flight other than the one on which your baggage had been tagged. A Customer Service Agent can explain these situations in more detail.

WHAT HAPPENS IF MY BAG IS NOT FOUND WITHIN 24-48 HOURS?

We will search locally for (5) five days. In the rare event we are not successful, your report is electronically transferred to our Central Baggage Service office.

WHAT DOES THE CENTRAL BAGGAGE SERVICE OFFICE DO?

If the local search is not successful, the Central Baggage Service office will begin a second level computer search. This search requires very specific and detailed information on the contents of your baggage. Any information you can provide will be helpful in searching for your baggage.

The computer program used by Central Baggage Service searches worldwide, involving more than 400 airlines. Every effort is made to conclude this search within 4-6 weeks from the date of travel, but this is only a guideline.

You will receive a "Statement of Mishandling" form electronically via email or in the mail with return postage provided from our Central Baggage Service office within 7-10 working days after your report has been transferred. Please complete the form and return it within 15 days.

The "Statement of Mishandling" serves as a legal document, and is a primary factor in a prospective financial settlement should your baggage not be recovered.

For any individual baggage content exceeding \$100 in value, original paid receipts or invoices are needed. Clear copies of your customer ticket receipts, and any other documents related to your travel will also assist us in a fair resolution.

WHAT COMPENSATION CAN I EXPECT IF MY BAGGAGE IS NOT FOUND, AND HOW SOON WILL I RECEIVE IT?

The amount settled depends on whether your travel was domestic or international. Reimbursement for baggage expenses will be based upon acceptable proof of claim. Any disbursements will be deducted from the final settlement if the bag is not located. Please contact Central Baggage Service. Baggage claims are generally settled in a 4-6 week time frame from the date of travel.

DOMESTIC TRAVEL

Our liability as a result of loss, damage or delay in delivery of a customer's personal property shall be limited to the fair market value at the time of loss, damage or delay and will not exceed current Department of Transportation liability limits found at alaskaair.com. Certain articles are excluded from liability (including but not limited to jewelry, cash, personal electronics devices, such as electronic games, audio, video, or photo equipment, antiques, medications, optical devices, business papers and contracts).

For a complete list of excluded items please visit alaskaair.com.

INTERNATIONAL TRAVEL

Passengers embarking upon a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that the provisions of an international treaty (the Warsaw Convention, the 1999 Montreal Convention, or other treaty), as well as our own contract of carriage or tariff provisions, may be applicable to their entire journey, including any portion entirely within the countries of departure and destination.

The applicable treaty governs and may limit the liability of carriers to passengers for destruction or loss of, or damage to, baggage, and for delay of baggage. This includes domestic portions of international travel. Additional details related to international itineraries can be found at alaskaair.com.