



PASSENGER PROPERTY CLAIM

Dear Passenger
 Airlink apologises for the inconvenience caused by the incident giving rise to this claim. Kindly complete this form and return it to the address below within the period specified in the note overleaf.

Airlink
 Baggage Claims
 PO Box 7529
 Bonaero Park
 1622
 Tel: (011) 390-9872
 Fax: (011) 390-1651

File Ref.

Please supply:

Police Ref.

Please PRINT

Surname	Initials	Title
Postal address (Permanent address)		Temporary residential address
e-mail:..... Postal code.....		Postal code
Tel. (H)..... Tel. (W)		Tel..... Temporary / Duration of stay
Physical Address:.....		

Flight No.	Date	From	To
.....
.....
.....

Number of persons travelling together: E-mail:

Total number of items checked in mass

Total number of pieces received mass Reason for claim _____

Number(s) of bag(s) (attach tags) Baggage tag number(s) of missing bag(s)

Description of missing baggage: Colour _____ Material _____ Make _____

Other distinctive markings _____

Passenger ticket number

(attach copy of ticket)

Was excess baggage paid? Yes No If yes, attach copy of excess baggage receipt

Did you declare "excess valuation" and purchase additional coverage? Amount paid

(attach receipt)

Baggage: Checked at (airport) _____ Checked to (city shown on tag) _____

On flight No _____ Final destination _____

Baggage last seen at _____

Give particulars if original routing was changed _____

Was any Airline immediately notified of the loss? Yes No If YES, at which office? _____

By telephone In Person Date / / Time

If NO, please state reason _____

NOTE: Please provide copies of all tickets, boarding cards, baggage claim check/tags, receipts for excess baggage and/or excess valuation and (when applicable) customs declarations. Failure to provide these documents could delay the processing of your claim.



I understand this declaration may be subject to review and investigation and I hereby give Airlink the authority to require from anyone any document or statement in relation to this declaration.

IDENTITY
NUMBER:

PASSPORT
NUMBER:

VOYAGER
NUMBER:

“IMPORTANT”

THE original copies of the following documentation **MUST** be forwarded to the claim office.

FOR DOMESTIC CLAIMS:

BOARDING PASS

COPY OF TICKET

COPY OF RECEIPTS
(proof of items purchased)

COPY OF PASSPORT OR IDENTITY DOCUMENT

BAGGAGE TAGS

BANKING DETAILS:

Full Name of Bank: _____

Branch Code: _____

Account Number: _____

Name of Account Holder (person submitting claim)

FOR INTERNATIONAL CLAIMS:

BOARDING PASS

COPY OF TICKET

COPY OF RECEIPTS
(proof of items purchased)

COPY OF PASSPORT OR IDENTITY DOCUMENT

BAGGAGE TAGS

BANKING DETAILS:

Full Name of Bank: _____

Full Physical Address of Bank (not Post Box):

Sort Code: _____ IBAN Code: _____

Branch Code: _____

Type of Account: _____

Account Number: _____

Name of Account Holder (person submitting claim)

Please complete in full. Any omissions could delay the recovery of your property or processing of your claim. The prompt return of this form is therefore essential.

- Note:**
- (I) No action shall lie in the case of damage to checked baggage unless the person entitled to delivery complains to Carrier forthwith after the discovery of the damage, and, at the latest, within **seven (7)** days from the date of receipt; and in the case of delay, unless the complaint is made at the latest, within **twenty one (21)** days from the date on which the baggage has been placed at his/her disposal. Every complaint must be made in writing and dispatched within the times aforesaid.
 - (II) Any right to damages against Airlink shall be relinquished unless action is brought within **two years after the occurrence of the events giving rise to this claim.**
 - (iii) **The liability of Airlink in the case of damage to checked baggage shall be limited to US \$20,00 per kilogram.**
 - (IV) Airlink will not be liable for Damage to unchecked baggage unless such Damage is caused by our negligence. Airlink shall have no liability whatsoever for Damage to articles not permitted to be contained in checked baggage, including fragile or perishable items, items having a special value, such as money, jewellery, precious metals, computers, personal electronic devices, cellular telephones, cameras, audio and video equipment, negotiable papers, securities, or valuables, business documents, passports and other identification documents or samples.
 - (V) “DAMAGE” includes death, wounding, or bodily injury to a Passenger, loss, partial loss, theft or other damage arising out of or in connection with carriage or other services incidental thereto performed by us.

It is expressly understood by me that the furnishing of this form, the processing of this claim and any assistance rendered to me by employees of Airlink, are acts of courtesy and shall not constitute a waiver of any rights which may be exercised, or an admission of liability, by or on the part of Airlink, its employees or agents.

