

Central Baggage Resolution Office
4000 E. Sky Harbor Blvd.
Phoenix, AZ 85034
baggage.resolution@usairways.com
FAX: 480-693-2305

Dear Valued US Airways Customer:

Please accept our sincere apology for the mishandling of your property. We understand your concern and realize the inconvenience this causes. US Airways will make every effort to merit your future business by handling your report in an efficient and equitable manner.

CUSTOMER INSTRUCTIONS

While our efforts to locate your property continue, it is imperative that you complete this claim form and return it to us within 45 days after your flight date. The most intensive phase of tracing is based on the accuracy of the information provided and completed in its entirety with a detailed description of each individual item contained within the bag(s) or the items that are missing.

If your claim involves more than one piece of baggage, please itemize each bag and its contents separately. Failure to include the requested information may affect the processing of your claim.

- Customer copy of the flight ticket or E-Ticket receipt
- Claim form must be signed by all affected customers
- Original proof of purchase for items valued at \$150 USD or higher
- Baggage claim checks
- Excess value receipt, if excess value was declared
- Receipts are required for all interim reimbursement
- For European customers only, complete bank information on next page

CLAIM RESOLUTION INFORMATION

Tracing of your property began as soon as you reported the mishandling to our agent.

NOTICE OF BAGGAGE LIABILITY LIMITATIONS For domestic travel between points within the United States (except for domestic portions of international journeys), US Airways liability for loss of, damage to, or delay in delivery of a passenger's checked baggage is limited to \$3,300 per ticketed passenger unless a higher value is declared in advance and additional charges are paid.

Excess valuation may not be declared on certain types of valuable articles. US Airways assumes no liability for high value, fragile, or perishable items carried in connection with domestic travel.

For international travel (including domestic portion of international journeys) to which the Montreal Convention applies, liability for loss, delay, or damage is limited to 1,131 SDR per passenger for baggage, whether checked or unchecked, unless a higher value is declared in advance and additional charges are paid. Exchange rates are available at www.IMF.com.

LIABILITY LIMITATIONS For tracing purposes, please list all items regardless of liability.

As detailed in our Terms of Transportation, US Airways is not liable for loss, damage to, or delay of perishable property; nor liable for damage caused by fragile articles, liquids, or perishables.

These limits of liability are applicable for domestic travel within the United States.

- Currency
- Silverware
- Negotiable Papers/Securities/Documents
- Spirits
- Precious Metals/Stones
- Books/Manuscripts/Publications
- Optics
- Natural Fur Products
- Sound Reproduction Equipment & Related Items
- Keys
- Antiques/Heirlooms/Collectibles
- Electronic Components/Equipment & Related Items
- Blueprints
- Artistic Items
- Business Samples/Equipment/Documents & Irreplaceable Items
- Jewelry
- Lifesaving Medication
- Computer Hardware/Software & Related Items
- Photographic/Cinematographic Audio/Video Equipment & Related Items

US Airways Central Baggage Resolution Office – Claims

PASSENGER PROPERTY FORM: FILE REFERENCE NUMBER _____ US _____

PASSENGER PROPERTY FORM: Lost Luggage Delayed Expenses Contents Missing Damage

It is very important that you retain a copy of all documents sent to us for your records. US Airways will make every effort to handle your report in an efficient and equitable manner. Your cooperation and patience are greatly appreciated.

NAME: FIRST MIDDLE INITIAL LAST		HOME PHONE:		TICKET #:
		CELL PHONE:		DIVIDEND MILES #:
SIGNATURE:		BUSINESS PHONE:		E-MAIL ADDRESS:
HOME ADDRESS:				SOCIAL SECURITY #:
BUSINESS NAME AND ADDRESS:				OCCUPATION:
Were you charged for excess baggage?	Yes <input type="checkbox"/> No <input type="checkbox"/>	No. of bags checked:	No. of bags missing:	Bag Claim Check #:
Did you declare and pay for excess value? Value Declared:	Yes <input type="checkbox"/> No <input type="checkbox"/>	Where did you check your baggage? Ticket Counter <input type="checkbox"/> Gate <input type="checkbox"/> Curbside <input type="checkbox"/> Other <input type="checkbox"/>		Did your bag clear customs? Yes <input type="checkbox"/> Estimated Weight: No <input type="checkbox"/>
Was your baggage rerouted or rechecked enroute?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, were you given a different claim check?		City/Airline rerouted by: Reason:
Did you attempt to claim immediately upon arrival?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Where/when did you last see your baggage?		At which US Airways city did you file your report?
Was mishandling reported to another airline?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, please provide city and airline.		Alternate Airline File reference #:

COMPLETE ITINERARY – Please Include All Flight Information

FROM	TO	AIRLINE	FLIGHT #	DATE

Have you or any member of your household filed another baggage claim with any airline in the past 3 years?			
Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, Name of Airline:	Date:	Name of Claimant:

For European customers only:

Customer name on account: _____

Bank name: _____

Bank address: _____

Account number: _____

Sort code: _____

BIC/SWIFT code: _____

IBAN code: _____

