



Baggage Information and Passenger Property Form

Dear Valued NatureAir Customer:

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

CUSTOMER INSTRUCTIONS

- Retain a copy of all documents submitted for your records.
- Mail original documents to the above address.
- If more space is needed, please attach an additional page.

ITEMS NEEDED TO PROCESS CLAIM

- Copy of ticketless receipt or voucher.
- Baggage Claim Check(s)
- Receipt for items with value of \$150 or higher
- Signatures of all affected customers

CLAIM RESOLUTION INFORMATION

Tracing of your property began as soon as you reported the mishandling to our agent. Our Airport Services Department provide assistance with initial tracing. Secondary tracing is based on the detailed content information we ask you to provide on this Passenger Property Form. To assist us, please complete and return this form within 30 days. You will then be contacted regarding the status of your claim. Failure to provide an accurate list of property or to return this form in the time specified may hinder our success and could possibly render your claim void.

LIABILITY LIMITATIONS

As detailed in our Contract of Carriage, NatureAir is not liable for loss, damage to, or delay of perishable property, not for damage to or caused by fragile articles, liquids, or perishables, or for loss, damage to, or delay of medicines, orthotics (surgical supports), money, jewelry, silverware, negotiable papers, securities, business/ personal documents, spirits, books/manuscripts, optics, keys, publications, blueprints, paintings/works of art, sound reproduction equipment, business samples, artistic items, irreplaceable items, photographs, business equipment, natural fur products, antiques, heirlooms, collectibles,



artifacts, precious metals/stones, photo- graphic/audio/video equipment and related items, computer hardware/software and electronic components equipment. For tracing purposes, please list all items regardless of liability.



Passenger Property Form

File Reference Number ___ U3 ___

| | | |
|---|---|--------------------------------|
| Name: First _____ Last _____ | Home Phone: _____ Cell Phone: _____ Business Phone: _____ | Ticket # _____ Email: _____ |
| Home Address: _____ | | |
| Were you charged for excess Baggage? Yes: _____ No: _____ | No. Bags Checked: _____ | No. of Bags missing: _____ |
| Baggage Claim Check # _____ | | |
| Where did you last see your baggage? _____ | | |
| Identification # _____ | | |

Complete Itinerary – Please include all Flight Information

| From | To | Flight # | Date |
|------|----|----------|------|
| | | | |
| | | | |

Baggage Description and Contents

| Type of Bag | Color of Bag | Mfg. of Bag | Date of Purchase | Original Cost |
|-------------|--------------|-------------|------------------|---------------|
| | | | | |
| | | | | |

Contents Description

| Article | How Many | Label/Brand/Size/Color | Store Name Where Purchased | Date Purchased | Original Cost |
|---------|----------|------------------------|----------------------------|----------------|---------------|
| | | | | | |
| | | | | | |
| | | | | | |

I do hereby warrant the foregoing statement and those on the accompanying form to be accurate, complete and true, and I hereby make a claim against NatureAir in the amount of \$_____ USD for a loss occurring on _____.

Customer Signature: _____
Date: _____