



# VICTORINOX

## HOW TO CLAIM DAMAGED BAGGAGE



### STILL AT THE AIRPORT

Did you discover the damage at the airport?

- 1 Report damaged baggage at the Lost and found desk or with the ground personnel



- 2 Fill out the needed forms. The Baggage will be examined



- 3 An airline representative will take over your claim



### NO LONGER AT THE AIRPORT

Did you discover the damage after arriving at home?

- 1 Look up the airline that operated your flight and fill out the online form



- 2 The following information will be needed:

- Date of flight
- Flight number
- Take off and landing airport
- Ticketnumber
- Damaged article
- Pictures of the defect



The airline may ask for more information.

- 3 Claim will be handled by the airline



For any questions or further assistance, do not hesitate to contact us at [service.travelgear.ch@victorinox.com](mailto:service.travelgear.ch@victorinox.com).

