

BAGGAGE CLAIM FORM

(to be filled out by Claimant)

Please read, complete and sign this form and then you may

1. Print it, scan it and send it as an email attachment to customerservice@proflight-zambia.com
2. Hand in original copy at any Proflight airport, sales or head office
3. Claim form must be received by airline within 7 days of Flight Date else claim is null and void.

Claimant's Details

Full Name: _____

Permanent Residential Address: _____

Travel Itinerary:

Airline	From	To	Flight No.	Flight Date

Passenger Ticket Number: _____

Baggage Tags (for checked baggage):

Piece Number	Bag Tag No	Weight in kgs	Final destination on tag
1			
2			
3			

Statement of Claim:

Baggage Type:

- Checked at airline check-in counter
 Checked at aircraft stairs
 Hand

Tick one claim reason below:

- Damaged while being transported
 Lost while being transported
 Pilfered while being transported

Claim is hereby made in the amount of US\$: _____

Was the property insured under your own travel policy or personal property policy? _____

Did you declare excess valuation at airline check-in counter? If yes, how much? _____

Condition of Property: (do not complete for Lost baggage)

List of Loss or Pilfered Baggage Articles:

Article	When Purchased	Where Purchased	Price Paid or Cost of Repair	Amount Claimed
Totals				

It is expressly understood and agreed by me that the furnishing of this form and any assistance furnished by employees of any Carrier are acts of courtesy and are not an admission of liability by or on the part of any Carrier. Any other information and/or documents relating to this claim which are required by any Carrier will be furnished by me upon request and shall be considered a part of this claim. The statements contained herein, including the values placed upon the articles listed above are true and correct to the best of my knowledge and belief.

Proflight Zambia assumes no liability for damage such as scratches, scuffs, dents, cuts, wheels, handles, pockets, locks, zippers, pull straps, or damage due to over-packing, manufacturer's defects and as a result of the bag's contents. Additionally, the airline is not liable for any damage resulting from inspections by the authorities responsible for security screening. Proflight Zambia will not accept claim for damage (to repair and replace) if the baggage tagged is "Limited Release Tag"; also, damage resulting from over-packing or over weight will not be covered (own risk).

Proflight Zambia is only responsible for items missing from checked baggage while it was in the possession of the airline. Pilferage must be reported at the time of arrival (before you leave the airport arrival hall), you must notify a Proflight Zambia representative. Proflight cannot entertain any claims made for pilferage made after you leave the baggage/customs area of the airport arrival hall.

Proflight Zambia's liability for loss, damage and delay is limited unless a higher value is declared in advance and relevant charges are paid. The limited liability for baggage loss, damage or pilferage is limited to US\$20.00 per kilo for checked baggage, unless a higher value has been declared and paid for before the flight, and US\$400.00 per passenger for unchecked baggage.

Proflight Zambia assume no liability for loss, damage or delay to money, jewellery, perishables, negotiable paper, securities, documents/certificates (business, medical, travel, education), samples, paintings, antiques, artefacts, manuscripts, irreplaceable books or publications, medication, keys, cameras and other photographic or movie equipment, working papers (files, studies, reference material, correspondence, theses etc.), or other similar valuables, fragile items, electronic equipment (videos, stereos, computers). You are advised to keep such important/valuable items on your person. We strongly recommend in the event of high value items to obtain travel insurance cover prior to your journey. It is your responsibility to arrange such cover. In the instance of claims on travel insurance please contact us to provide you with a written report to send to your insurer as proof of loss, damage or delay.

Date

Claimant's signature

Attach the following documents or legible photocopies

- Passenger ticket
- Property Irregularity Report (supplied by the Carrier airport staff or handling agent)
- Bag tag
- Excess baggage receipt

{Proflight Internal}

Receive Date: _____ Receive By: _____