



Please do not turn in claim documentation at airport.
Please send all claim documentation directly to
Cape Air Central Baggage Service.

Email Claim To: CBS@capeair.com

Fax Claim To: 508-957-6922

Mail Claim To: Cape Air Central Baggage Service
660 Barnstable Road
Hyannis, MA 02601

Baggage Customer Claim Form

Station Baggage Contact Info: _____

World Tracer File Reference #: _ _ _ _ **9K** _ _ _ _ _

Baggage Delivery Information: Generally, once delayed or misrouted baggage is located, it will be delivered to a local address at our expense with some exceptions (for example excess baggage). This delivery may be by Cape Air or by an authorized agent. Delivery times may vary with destination because of third party vendor availability, traffic or other reasons. In some cases, it may be more expeditious for you to return to the airport to claim your baggage. This would be at your own expense in lieu of delivery.

Delayed/Lost Baggage: In the unlikely event that we do not locate your baggage within the first five days of your travels; *on day 6 please complete page 2 of this form and follow the claim instructions to file a baggage claim.* Successful searching and claim resolution require the prompt return of this documentation including an accurate inventory of the items in your delayed baggage. Central Baggage searches for lost baggage for 30 days from the date they receive all completed claim documentation. If more than one piece of baggage is missing, please list the description of each bag and contents of each missing bag separately. The information from this claim documentation is necessary to continue searching for your baggage. This processing will require additional time; therefore, you are advised to plan for a 30-day waiting period before a final settlement is offered. It has been our experience that baggage can be returned to you by sources other than Cape Air. If your property is returned to you by another source, please contact us immediately so that they may close your file and stop our search efforts.

Interim Expense: Customers are entitled to reasonable interim expenses resulting from delayed bags. (For clarification purposes, please note that baggage accepted and carried subject to space availability on the aircraft is not guaranteed a delivery time and, as a result, is never a delayed bag for purposes of this provision.) Customers must present receipts for all reasonable expense reimbursements incurred. Reasonable expenses generally are \$75 per day for the first few days the bag is delayed. These guidelines for reasonable expenses are NOT daily limits or a cap and additional expenses may be incurred; in such a case, the additional expenses will be handled on an individual basis up to the limits of liability stated within our Contract of Carriage.

Damaged Baggage/Contents: Baggage is designed to protect its contents; Cape Air does not accept liability for minor damage such as scratches, scuffs, stains, dents, cuts and dirt resulting from normal wear and tear. If the damage to your bag is not normal wear and tear, please visit the repair shop of your choice for a repair estimate and follow the claim instructions on the bottom of this form. If your bag is damaged beyond repair please obtain a written statement from the repair shop and follow the claim instructions on this form. If you seek reimbursement for damaged property that cannot be cleaned or repaired, please *do not* dispose of the property *the damaged property becomes the property of Cape Air in exchange for settlement.* Please contact the Central Baggage Office to discuss shipping arrangements for the damaged property.

Missing Property: If you have received your bag and there are items missing, please follow the claim instructions outlined below.

Claim Instructions: *All claim documentation must be faxed or mailed directly to the Central Baggage Office. For assistance completing the claim documentation please call 1-866-999-2480 or 508-827-4253. All baggage claims are processed within 60 days of receipt of your claim documentation.*

- Complete page 2 of the Customer Claim Form
- Copy page 2 of the Customer Claim Form
- Copy E-ticket Receipt(s) for all flights
- Copy Baggage Claim Checks
- Copy itemized store receipt(s) from your delayed bag expenses (interim)
- Copy receipts for each lost/damaged/missing item valued over \$200
- Copy repair estimate, repair receipt, or cleaning receipt for your damaged/soiled item(s)
- Forward a signed Baggage Customer Claim Form and a copy of all required documentation to Central Baggage Service

Notice of Baggage Liability Limitations

Except to the extent the Warsaw or Montreal Conventions or other applicable laws may otherwise require, the following provisions apply:

- **For Domestic Carriage:** Liability for loss, delay or damage to checked baggage is limited (1) for on-line travel solely on Cape Air with no connecting service, to \$500 per passenger; (2) for interline travel where the Cape Air flight segment is included on the same ticket as a connecting flight segment of another airline with an aircraft of more than 60 seats, to \$3,500 per passenger as per federal rules; and (3) for interline travel where the Cape Air flight segment is included on the same ticket as a connecting flight segment of another airline with an aircraft of 60 seats or less, to \$500 per passenger.
- **For International Carriage covered by the Montreal Convention:** Liability for loss, delay or damage to checked and unchecked baggage is limited to 1,131 Special Drawing Rights per passenger (see www.imf.org for current value).
- **For International Carriage covered by the Warsaw Convention:** Liability for loss, delay or damage to baggage is limited to approximately \$9.07 per pound (\$20.00 per kilo) for checked baggage and \$400 per passenger for unchecked baggage in the custody/control of the carrier.

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For Domestic Carriage, Cape Air/Nantucket Airlines cannot be responsible for the delay or damage to valuable, perishable, or fragile items, and/or medication placed in checked baggage with or without our knowledge. Some other examples of items not covered under Cape Air's liability policy are laptops, computers, airline tickets, cameras, audio/visual/electronic equipment, CD's, DVD's, computer software, jewelry, watches, sporting equipment, wine, negotiable papers, money, passports, silverware, binoculars, eyeglasses, antiques, keys, tools, appliances, or works of art. However, if your bag is delayed more than 5 days and you packed these items in your delayed bag, please include them on your claim form as this may help with our search efforts. Our complete Contract of Carriage is located at www.capeair.com under the Flying with Us & Travel Policy tabs or available upon request.

Type of Claim: Bag Damaged Contents Damaged Loss Interim Missing Item

Color of Bag	Brand of Bag	Date Purchased	Store Purchased	Original Cost	Value of Bag Claimed if bag is lost or damaged

Bag Type: Circle one



Did you attempt to claim your property immediately upon arrival? Yes / No	At what Cape Air terminal did you report your loss?	Has your loss been reported to another Airline? Yes / No If yes, which Airline?	In what city did you last see your baggage?
Where did you check your baggage? (Circle one) Ticket Counter / Gate / Curbside	Was your baggage rerouted or rechecked en route? Yes / No	City and Airline who handled rerouting?	Reason for rerouting?

QTY.	Gender M, F, CHILD	Describe each item you are claiming individually Brand, Color, Size, etc.	Date Purchased	Store Address Where Purchased	Original Cost	Value Claimed
		<i>If additional space is needed, attach a separate piece of paper listing information from above</i>	Total Claimed (U.S. \$)			

I _____, hereby certify that all the information supplied by me and contained in the claim is true, complete and correct. I have read and understand the notices set forth on the front of this form. I agree to advise Cape Air/Nantucket Airlines in the event my property is returned to me by another source. I hereby present my claim against Cape Air/Nantucket Airlines in the total amount of \$ _____. No further monetary demand will be made by me for this same claim. We are sincerely sorry that this incident has occurred. We will contact you within 7 business days of when we receive your claim documentation, to confirm receipt.

Signature: _____ Print Name: _____ Date: _____

E-mail: _____ Home Phone: _____ Other Phone: _____

Mailing Address: _____ City: _____ State: _____

Zip Code: _____ Country: _____