

Though Boutique Air carefully handles and transports our customers' luggage, your checked baggage may show evidence of wear based on normal handling. If you believe Boutique Air damaged your checked baggage, please review this page to see how to report your claim.

Boutique Air is not liable for the destruction, loss or damage of any baggage caused by:

- Inherent defect of baggage
- Poor quality of baggage
- Baggage being over-packed
- Ordinary wear and tear

If you're still at the airport...

Report damaged baggage to the airline Customer Service Agent, located at the ticket counter area, immediately after your flight. A Boutique Air representative will examine your damaged baggage and you will receive a file number. You will then be asked to complete a damaged baggage claim form.

If you've left the airport...

For Boutique Air-operated flights, damaged baggage must be viewed by and reported in person at the airport Customer Service Agent within 24 hours after flight arrival to be eligible for repair or replacement.

If your flight was not operated by Boutique Air, please contact the airline that operated your flight.

To Submit a claim:

Please submit the following information to claims@boutiqueair.com

- Contact information
- Photo ID
- Property claim form
- Photos of luggage
- Boarding passes of your flight or Itinerary

If you have additional questions about damaged baggage, please contact the Claims department at claims@boutiqueair.com

File Reference #	_____	Record Locator (AA****): _____	
Type of Claim	<input type="checkbox"/> Lost Luggage	<input type="checkbox"/> Missing Contents	<input type="checkbox"/> Damaged Luggage/Contents

Passenger Information

Last	_____	First	_____	Contact number	(____) _____ - _____
Email Address: _____					
Mailing Address		City	State	Zip/Postal Code	
_____		_____	_____	_____	

Full Flight Itinerary

Flight Number	Date	To	From
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Number of ticketed passengers traveling in your party:	_____	Number of passengers claiming missing/damaged baggage:	_____
Number of bags being claimed as missing/damaged::	_____	Length of Stay	_____

Did you declare and pay for excess value at check-in? <input type="checkbox"/> Yes - Value Declared \$ _____ <input type="checkbox"/> No	Was airline notified immediately? <input type="checkbox"/> Yes <input type="checkbox"/> No Which location: _____ Agent name: _____
Was the loss reported to local law enforcement? <input type="checkbox"/> Yes <input type="checkbox"/> No	Law enforcement agency: _____ Contact name: _____ Case Number: _____

*Certification and Understanding APPLICABLE IN USA ONLY. It is expressly understood and agreed by the claimant that the furnishing of this form and any assistance given by employees of Boutique Air are acts of courtesy and shall not constitute a waiver of any rights or an admission of liability by or on the part of Boutique Air, its employees or agents. Any other information and/or documents relating to this statement which are required by Boutique Air will be furnished by claimant upon request and shall be considered part of this statement.

Number of bags checked:	_____	Number of bags received:	_____	Where were the bags checked:	<input type="checkbox"/> Ticket Counter <input type="checkbox"/> Gate
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Bag Type	Material	Color(s)	Brand	Bag Dimension	Close/Open with Zipper	Wheels	Retractable handle	Purchase date	Cost of bag
	<input type="checkbox"/> Hard <input type="checkbox"/> Soft				<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Bag description (please note any luggage tags, ribbons, special markings):

Qty	Article/Item	Size	Gender	Description	Store purchased at	Purchase Date	Original Cost
<p>If additional space is needed, please include a separate page and Include a complete description of the item along with receipts for all items valued over \$100.00.</p>							<p>TOTAL:</p>

PASSENGER STATEMENT

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

 Claimant Signature Date

*Signatures are required for each passenger claiming lost property. Parents and guardians may sign for their children if they are under 18