

Chers passagers :

Au nom de la compagnie Air Europa nous vous prions d'accepter nos excuses pour les irrégularités qui ont eu lieu avec vos bagages et nous vous demandons de nous faire suivre ce document pour formaliser votre réclamation.

Nous vous rappelons pour que votre réclamation puisse être traitée elle doit être faite par le titulaire du dossier ouvert à l'aéroport, de même vous devez nous joindre la documentation complète que nous vous demandons et respecter les délais et les conditions requise.

Pour pouvoir gérer de votre réclamation, le passager doit avoir contacté la Compagnie dans les 7 premiers jours à partir de l'ouverture du dossier PIR de l'aéroport.

**Documentation requise par e-mail dans tous les cas :**

- Une réclamation écrite détaillée, signée par le passager, en indiquant le concept et le montant réclamé.
- Photocopie du DNI, NIE ou CNI (passagers espagnols et communautaires)
- Photocopie du passeport (du reste des passagers)

**Documentation additionnelle requise seulement en cas de détérioration des bagages :**

- Facture du nouvel achat ou de la réparation des bagages endommagés.
- S'il s'agit de l'achat d'une nouvelle valise, une attestation d'irréparabilité émit par une boutique de bagages, ou il soit spécifié la valeur de la valise endommagée et puis la non possible réparation.
- Facture de la valise ancienne.

**Documentation additionnelle requise seulement en cas de contenu endommagé ou manque de contenu :**

- Factures du contenu.
- Liste du contenu.
- Plainte de la police (seulement en cas de manque de contenu).

**Une documentation additionnelle requise seulement en cas des Bagages Spéciaux (aides à la mobilité, poussettes ou des chaises de bébé, instruments de musique, équipements sportifs, etc.) :**

- Facture du nouvel achat ou de la réparation du bagage.
- S'il s'agit de l'achat d'un nouveau bagage, attestation d'irréparabilité émit par une boutique de bagages, ou il soit spécifié la valeur de la valise endommagée et puis la non possible réparation.
- Facture des bagages endommagés.

**Adresse e-mail :**

**[cat.equipajes@cs.aireuropa.com](mailto:cat.equipajes@cs.aireuropa.com)**

Veillez agréer l'expression de nos salutations cordiales,  
Air Europa Service d'équipage





D06@01

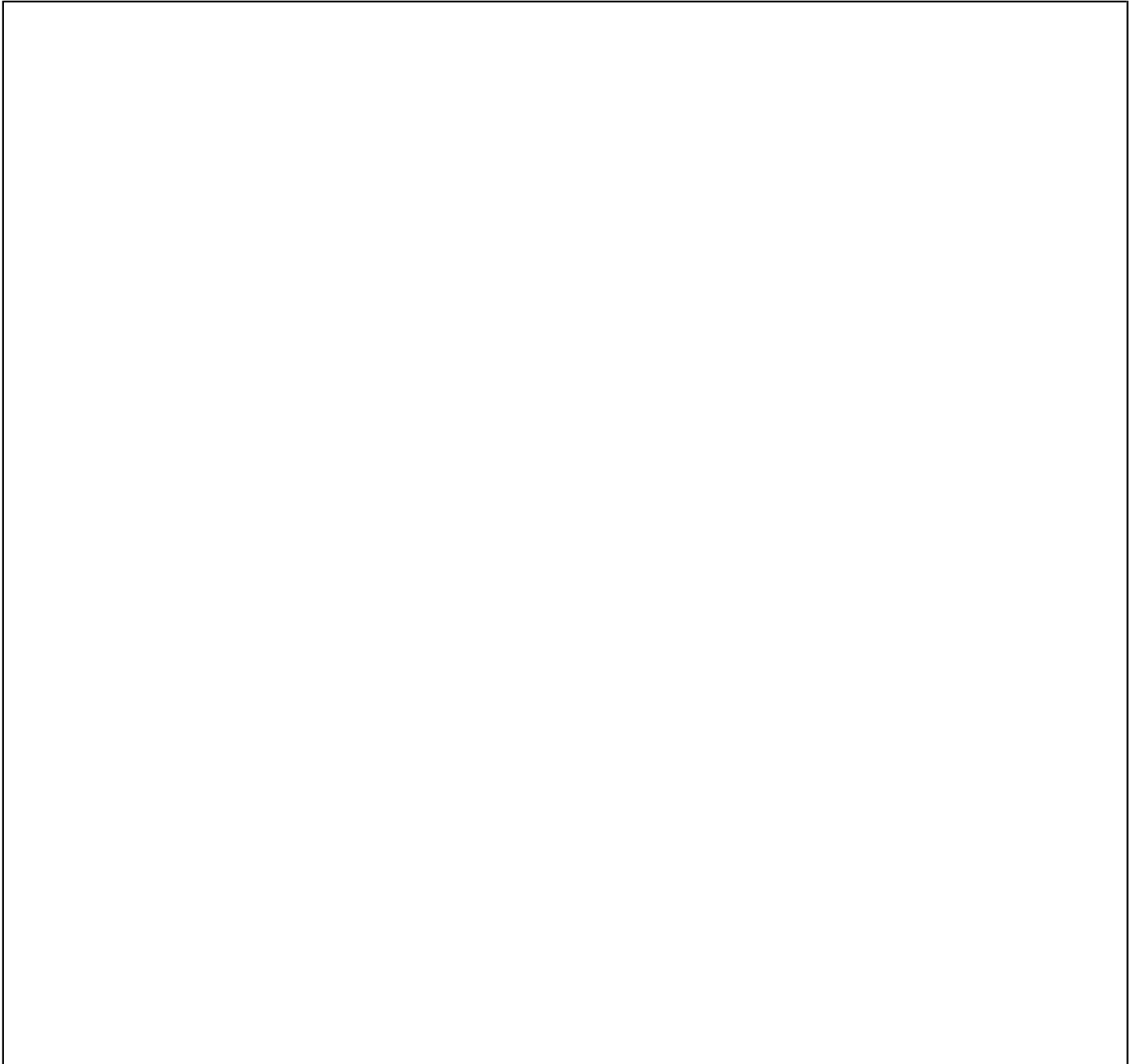
TYPE DE DOCUMENT : Copie du passeport ou copie de la carte d'identité.

**PRIVACY.** In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 (GDPR) and in Spanish Organic Law 3/2018, of 5 December, on Data Protection and Guaranteeing of Digital Rights (LOPDGDD), we inform you that the personal data that you provide us will be processed by **AIR EUROPA LÍNEAS AÉREAS SAU**, as a Data Controller, in order to attend your request, in relation to your luggage. Likewise, they may be used for statistical and analysis purposes to improve our service. We inform you that your data will be kept for the duration of the commercial relationship and will remain blocked for 6 years after the end of it and will subsequently be deleted. The legal basis of the treatment is the execution of the contract. The data will not be communicated to third parties, except by legal obligation or for the execution of the service. You can exercise your rights of withdrawal of consent, access, rectification, object, erasure, limitation and portability of your data at any time by sending a written request, attaching your identification document to: [delegadopd@aireuropa.com](mailto:delegadopd@aireuropa.com). In any situation, you have the right to file a complaint with the Spanish Data Protection Authority ([www.agpd.es](http://www.agpd.es)).



D08@01

TYPE DE DOCUMENT : Facture du nouvel achat ou une facture de la réparation du bagage endommagé (seulement en cas d'une détérioration des bagages).



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D09@01

TYPE DE DOCUMENT : Factures du contenu endommagé (seulement en cas d'un contenu endommagé).



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D11@01

TYPE DE DOCUMENT : Facture d'achat de la valise originale ou une attestation d'irréparabilité émit par une boutique de bagages, ou il soit spécifiée la valeur de la valise endommagé et puis la non possible réparation (seulement en cas d'une détérioration des bagages).

**PRIVACY.** In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 (GDPR) and in Spanish Organic Law 3/2018, of 5 December, on Data Protection and Guaranteeing of Digital Rights (LOPDGDD), we inform you that the personal data that you provide us will be processed by **AIR EUROPA LÍNEAS AÉREAS SAU**, as a Data Controller, in order to attend your request, in relation to your luggage. Likewise, they may be used for statistical and analysis purposes to improve our service. We inform you that your data will be kept for the duration of the commercial relationship and will remain blocked for 6 years after the end of it and will subsequently be deleted. The legal basis of the treatment is the execution of the contract. The data will not be communicated to third parties, except by legal obligation or for the execution of the service. You can exercise your rights of withdrawal of consent, access, rectification, object, erasure, limitation and portability of your data at any time by sending a written request, attaching your identification document to: [delegadopd@aireuropa.com](mailto:delegadopd@aireuropa.com). In any situation, you have the right to file a complaint with the Spanish Data Protection Authority ([www.agpd.es](http://www.agpd.es)).



D15@01

TYPE DE DOCUMENT : Plainte de la police (seulement en cas de manque de contenu).

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D16@01

TYPE DE DOCUMENT : Facture du nouvel article acquis ou une facture de la réparation de la même (seulement en cas d'une détérioration de bagages spéciaux : des aides à la mobilité, des instruments musicaux, des poussettes, des bagages sportifs).



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D17@01

TYPE DE DOCUMENT : Facture d'achat de l'article original ou une attestation d'irrémédiable émit par une boutique de bagages, ou il soit spécifiée la valeur de la valise endommagé et puis la non possible réparation (seulement en cas d'une détérioration de bagages spéciaux : des aides à la mobilité, des instruments musicaux, des poussettes, des bagages sportifs).



**PRIVACY.** In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 (GDPR) and in Spanish Organic Law 3/2018, of 5 December, on Data Protection and Guaranteeing of Digital Rights (LOPDGDD), we inform you that the personal data that you provide us will be processed by **AIR EUROPA LÍNEAS AÉREAS SAU**, as a Data Controller, in order to attend your request, in relation to your luggage. Likewise, they may be used for statistical and analysis purposes to improve our service. We inform you that your data will be kept for the duration of the commercial relationship and will remain blocked for 6 years after the end of it and will subsequently be deleted. The legal basis of the treatment is the execution of the contract. The data will not be communicated to third parties, except by legal obligation or for the execution of the service. You can exercise your rights of withdrawal of consent, access, rectification, object, erasure, limitation and portability of your data at any time by sending a written request, attaching your identification document to: [delegadopd@aireuropa.com](mailto:delegadopd@aireuropa.com). In any situation, you have the right to file a complaint with the Spanish Data Protection Authority ([www.agpd.es](http://www.agpd.es)).