

Dear passenger:

On behalf of the Air Europa company please accept our apologies for the irregularities happened with your luggage and please send us this document to formalize your claim.

Please note that for your claim to be processed it must be performed by the passenger who appears in the Property Irregularity Report delivered at the airport, so it must attach the complete documentation we ask in each case and to fulfill the terms and conditions required.

We also remind you to support this claim procedure, you must have contacted the company in the first 7 days after opening of the PIR (Irregularity Report) at the airport.

Required documentation by email for all cases:

- Detailed written complaint, signed by the passenger, indicating the concept and amount claimed.
- A copy of DNI or NIE (Spanish passengers and Community)
- A copy of passport (other passengers)

Additional documentation in case of deterioration of the bag:

- Invoice of new bag or suitcase repairing.
- In case of the purchase of a new bag, irreparability certificate issued by a luggage store, which specifies the value of the damaged suitcase and that the case cannot be repaired.
- Invoice of the former suitcase.

Additional documentation only in case of damaged content or lack of content:

- Invoices of the content.
- Valued list of the content.
- In case of lack of content, also a police report it's needed.

Additional documentation is required only if it involves special equipment (mobility aids, baby carriages or baby chairs, musical instruments, sports equipment, etc):

- Invoice for the new purchase or for the repair of the damaged luggage.
- In the case of purchasing new luggage, irreparability certificate issued by a luggage store, which specifies the value of the damaged suitcase and that the case cannot be repaired.
- Invoice of the old luggage which was damaged.

Email address:

cat.equipajes@cs.aireuropa.com

Kind Regards,
Air Europa Luggage Claim Service



D06@01

DOCUMENT TYPE : Passport/ID Copy.



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, 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. In any situation, you have the right to file a complaint with the Spanish Data Protection Authority (www.agpd.es).



D08@01

DOCUMENT TYPE: Invoice of the new purchase or invoice of the repair of the damaged baggage (only in case of deterioration of the baggage).

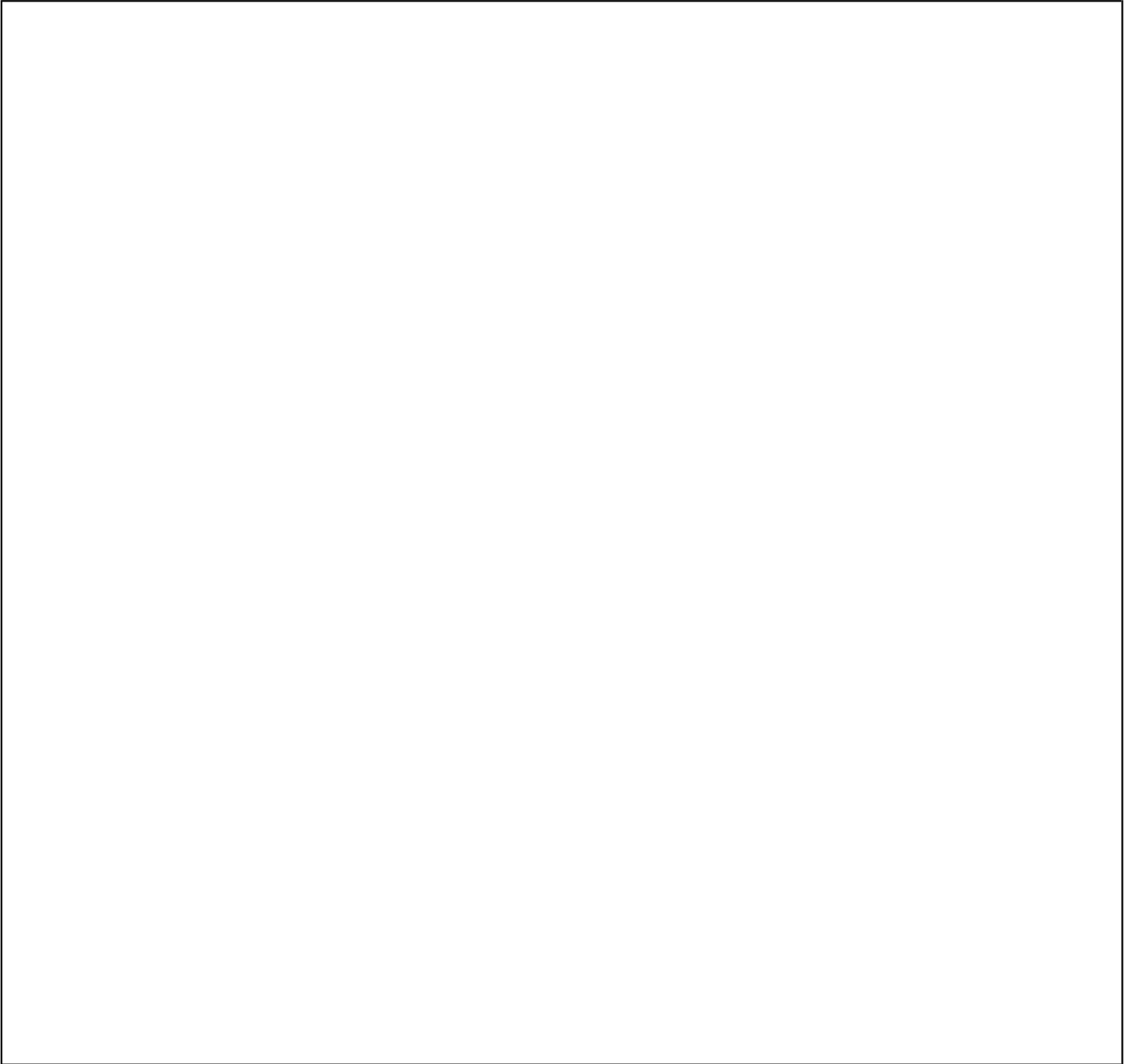


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D09@01

DOCUMENT TYPE: Invoices of the damaged content (only in case of damaged content).



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D11@01

DOCUMENT TYPE: Invoice of purchase of the original suitcase or irreparability certificate issued by a luggage store, which specifies the value of the damaged suitcase and that the case cannot be repaired (only in case of deterioration of the baggage).

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D15@01

DOCUMENT TYPE: Police report (just in case of lack of content).



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D16@01

DOCUMENT TYPE: Invoice of purchase of the new article or invoice of the repair of the same one (only in case of deterioration of special baggage: mobility aids, musical instruments, baby's carts, sports baggage).

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D17@01

DOCUMENT TYPE: Invoice of purchase of the original or irreparability certificate issued by a luggage store, which specifies the value of the damaged suitcase and that the case cannot be repaired (only in case of deterioration of special baggage: mobility aids, musical instruments, baby's carts, sports baggage).



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