

# Customer Property Claim Form

Dear Valued Spirit Airlines Customer:

Please accept our sincere apology for the inconvenience caused as a result of your mishandled item/luggage. Spirit Airlines will make every effort to earn your future business by handling your report in an efficient and fair manner.

In regards to Damaged or Pilfered items, please refer to the instructions below to file a claim with the Luggage Resolution Department.

In the case of Delayed/Lost items, if the items are not located and returned within five (5) days, please refer to the instructions below to file a claim with the Luggage Resolution Department.

While our team continues worldwide computer tracing for your property, it is imperative that you complete the attached Customer Property Form (applies to Delay/Loss, Damage and Pilferage) and return it to us within thirty (30) days from the date the report was filed. The most intensive secondary phase of tracing is based on the detailed information that you provide on this claim form. If your claim is for lost luggage and involves more than one (1) bag, please itemize each bag and its contents separately. Failure to provide an accurate list of contents or to return the claim form and all the required documents within the time specified, will hinder our ability to locate your property and will render your claim void.

## INSTRUCTIONS

- We suggest that you retain a copy of the documents that are submitted for your records.
- Mail original documents to the address on the enclosed claim form. All the required documents should be mailed to the address listed below. Please note that documents must be mailed and will not be accepted via an e-mail, or by facsimile.
- If more space is needed, please attach an additional page

## ITEMS NEEDED TO PROCESS YOUR CLAIM (To be provided within 30 days from the date the report was filed)

All claims for compensation, delay, loss, pilferage, damage, must include a completed Customer Property Form and all the required documents as listed below:

- Copy of flight itinerary
- Original Baggage Claim Check(s)
- Completed Customer Property Form
- All individual items with a value of \$50 or higher must be substantiated with original proof of purchase indicating value
- Copy of your current ID (driver's license or state ID)
- Claim form must be notarized with seal, for claims \$500.00 and higher. (Required for U.S. residents)

## LIABILITY LIMITATIONS

For travel wholly within the United States, as detailed in our Contract of Carriage, Spirit Airlines is not liable for loss, damage to, or delay of valuable/commercial items including but not limited to:

Money	Negotiable papers	Irreplaceable business documents / books / manuscripts / publications
Jewelry	Silverware	Photographic/electronic equipment
Furs	Precious metals	Paintings and other works of art
Antiques	Artifacts	Lifesaving medication and samples

We recommend that you send all documents via certified mail to ensure a signed receipt of delivery.

Kindly direct all correspondence concerning your claim to:

ATTENTION: Luggage Resolution Department  
 Spirit Airlines  
 2800 Executive Way  
 Miramar, FL 33025

Your cooperation and patience are greatly appreciated.

CUSTOMER PROPERTY CLAIM FORM					<input type="checkbox"/> Missing Luggage			<input type="checkbox"/> Missing Contents			<input type="checkbox"/> Damage			<input type="checkbox"/> Interim Expenses			
Name: First Middle Initial Last				Confirmation Code													
Street Address:				Missing/Damaged Baggage Claim check number/s													
City:			State:			Zip:			Where did you check your bag/item? <input type="checkbox"/> Ticket Counter <input type="checkbox"/> Gate <input type="checkbox"/> Other _____								
If less than one year at above address, list previous address				No. of Checked Bags:			No. of Bags Received:			No. of Bags Missing:							
Home Phone: ( ) ( )			Cell Phone: ( ) ( )			Baggage was last seen at:						Did you pass through customs? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Occupation:			Employer:			City on tag that baggage was checked to:						Checked on (Airline/Flight No.):					
Business Address:				Customer's final destination:						Was baggage seen there? <input type="checkbox"/> Yes <input type="checkbox"/> No							
City:			State:			Zip:			Was baggage rerouted or rechecked? <input type="checkbox"/> Yes <input type="checkbox"/> No						If yes, city/airline that rerouted:		
Business Phone:			Email Address:			Social Security Number:			Passport Number:			Issuing Country:					

GENERAL BAGGAGE INFORMATION			
If necessary, will you provide written authorization for Spirit to inspect all related customs documents?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you or members of your household ever filed a previous baggage claim(s) with Spirit Airlines?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, date(s) filed:			
If yes, was claim(s) for lost baggage, missing contents, or damage?			
Have you or members of your household ever filed a claim(s) with any other airline?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, state airline and date of loss:			
Contents of the current missing or damaged baggage are for:		<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Child	
Do you have private insurance or credit card coverage for this loss?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, company and address:			
Provide details if original passenger routing was changed after beginning trip:			
Was Spirit notified of loss / damage immediately?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, in what city's baggage office? _____ Date: _____ Time: _____			
If Spirit was not notified, state reason for delay:			
Has the loss / damage been reported to any other airline? If yes, to what airline?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Was the loss reported to the police?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, with what police department?		Report number:	
		Date filed:	
		Phone number:	

DESCRIPTION OF PROPERTY						
Type of Item	Descriptive Elements	Color	Brand Name	Exterior Identification	Purchase Date (Mo/Yr)	Purchase Price
	<input type="checkbox"/> Lock <input type="checkbox"/> Retractable Handle <input type="checkbox"/> Wheels <input type="checkbox"/> Zippers <input type="checkbox"/> Straps <input type="checkbox"/> Pockets					

FLIGHT INFORMATION				
Date	From	To	Flight #	Airline

**Description of Property**  
(All items should be listed separately.)

Article / Item	Male / Female / Child	Description	Color	Material	Brand	Size	Store Purchased	Purchase Date	Original Price	Receipt Attached?
<b>(EXAMPLE) Shoes</b>	<b>M</b>	<b>Grey with Blue Stripes</b>		<b>Canvas</b>	<b>Nike</b>	<b>10</b>	<b>Foot Locker</b>	<b>10/15/04</b>	<b>\$64.00</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
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Note: If additional space is needed, please attach separate paper with same data as above.

**NOTICE TO CLAIMANT**

The Claimant expressly understands and agrees that the furnishing of this form and any assistance by agents or employees of Spirit Airlines are only acts of courtesy and are not to be construed as waiver of any rights or admission of any liability by or on behalf of Spirit Airlines, its employees or agents. Upon request, the Claimant must furnish any other information and/or documents relating to this claim which are required by Spirit Airlines. All claims are subject to proof of value and of loss and must be filed in writing. The Claimant hereby warrants that he/she is the absolute owner, or has lawful right to possession of the property which is the subject matter of this claim. The Claimant further agrees to indemnify and hold harmless Spirit Airlines, its agents and employees, from and against any and all claims, actions or suits instituted by any other person with respect to said property. Claimant understands that loss may be reported to the Federal Bureau of Investigations, which has investigative jurisdiction under federal criminal statutes relating to theft or embezzlement of property from a shipment in interstate or foreign commerce. Spirit Airlines does investigate those claims having validity or item variances. Our security office also coordinates with federal officials of both investigative and enforcement agencies in the investigation of claims of questionable validity or containing drugs, firearms, large amounts of jewelry or other expensive items. Spirit Airlines avails itself of any and all investigative measures, including but not limited to criminal record checks, credit search, etc., in order to validate claim information.

I hereby certify that the foregoing statement and the information provided herein as well as the information contained on the accompanying forms or documents are accurate, complete, and true. I understand that by providing any information that is, or could be reasonably construed as false and/or misleading, will result in the denial of my claim in its entirety.

I do hereby warrant that the foregoing information supplied by me is true, complete and correct, and that I have read and understand the notices set forth above. I hereby make a claim against Spirit Airlines.

In the amount of \$ \_\_\_\_\_ for a loss occurring on \_\_\_\_\_, 20\_\_\_\_.

Claimant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

NOTE: NOTARY NOT REQUIRED FOR NON-U.S. RESIDENTS

The signer of the foregoing statement has personally appeared before me and has sworn or affirmed the truth of same. Witness my hand and official seal.

This \_\_\_\_\_ day of \_\_\_\_\_ in the year of \_\_\_\_\_

My commission expires \_\_\_\_\_ Notary Public \_\_\_\_\_