

Dear Passenger,

**We would like to apologise for the inconvenience caused by the mishandling of your luggage, on your flight with Cobalt Air.**

**Lost Luggage**

In the unlikely event your baggage has not been returned within 7 days from carriage, the claim must be presented to Cobalt in writing within 21 days of carriage, with the following documentation:

- a) Original P.I.R (Property Irregularity Report) document issued by Lost and Found at the Arrival Airport;
- b) Detailed list of contents of each missing piece of baggage;
- c) Original passenger receipt of luggage ticket, and in the case of a group, all the passenger receipts of the luggage.

For the first 7 days of tracing the telephone number in the box below should be used to obtain information:

Documentation forwarded after 21 days cannot be considered, either for search activities or settlement of claim.

**Valuables**

Passengers should not include the following items in their checked baggage:

- a) Fragile and perishable items;
- b) Valuables;
- c) Computers and personal electronic devices;
- d) Stored data;
- e) Camera;
- f) Any medication or medical equipment;
- g) Valuable documents such as business documents, passports, certificates, identification documents, negotiable papers etc.

**Limited Release Baggage Tag**

We accept fragile, perishable, and inadequately-packed baggage upon completion of a Limited Release Baggage tag. Baggage with pre-existing damage shall likewise be accepted as a Limited Release Baggage. The Limited Release Baggage Tag releases the airline from liabilities on baggage resulting from any pre-existing damage or unsuitability for transport.

**Damaged Luggage**

A claim must be presented to Cobalt Air in writing within 7 days of the complaint with the following documentation:

- a) Original P.I.R. (Property Irregularity Report) issued by Lost and Found Office from Handling Company, a detailed list of damaged or missing items;
- b) An Invoice for the baggage repair cost issued by a certified repair shop or, if not repairable, a declaration of non-reparability and actual value of the bag, issued by a specialized shop;
- c) Original passenger receipt of luggage ticket, and in the case of a group, all the passenger receipts of the luggage.

Documentation forwarded after 7 days cannot be considered for further claims – settlement.

**Minor Damages**

We are unable to accept liability for damage to baggage due to wear and tear, which includes the following:

- a) Minor cuts, scratches, scuffs, dents, dirt and stains;
- b) Damage to wheels, feet or handles;
- c) Damage to fragile or perishable items;
- d) Damage due to over-packed baggage;
- e) Loss of external locks, pull straps, security straps or zipper tabs;
- f) Baggage accepted under the conditions of the Limited Release Tag (LRT);
- g) Items confiscated by airport authorities or security.

May we kindly ask you to send all the original documents to the following address:

Cobalt Air Baggage Claims.  
3 – 5 Artemidos Avenue  
6020, Larnaca  
Cyprus  
Email: [bagclaims@cobalt.aero](mailto:bagclaims@cobalt.aero)  
Tel: +357 2400 0001