



## CLAIM FOR LOST/ DAMAGED BAGGAGE

Date: \_\_\_\_\_ File reference number: \_\_\_\_\_ QF: \_\_\_\_\_  
I/we: **YOUR NAME (SUITCASENOW)**  
Of (Address): **RM 1036-1037, CHUN SHING BUILDING, 85-89 KWAI FUK ROAD, NT**

Home phone number: \_\_\_\_\_ Mobile phone number: **+852 96292484**  
Email address: **contact@suitcasenow.com**

Qantas Frequent Flyer number(s): \_\_\_\_\_  
Flight number(s): \_\_\_\_\_

Baggage receipt number(s): \_\_\_\_\_  
Name on baggage receipt: \_\_\_\_\_

Description of lost/damaged baggage (brand/colour/identifying marks):  
**4 WHEELS HARD CASE**  
**BRAND: SAMSONITE COLOUR: BLACK, WHITE, OR SILVER**  
**MATERIAL: CURV MATERIAL**

Was there a name/address label on the baggage? If so supply details:  
Where was the missing baggage checked in?: \_\_\_\_\_  
At what time was the baggage checked in?: \_\_\_\_\_  
Where was the missing baggage last seen?: \_\_\_\_\_  
Actual/ estimated weight of baggage: \_\_\_\_\_ kgs  
When was baggage discovered lost/damaged or items missing?: \_\_\_\_\_

Do you have private travel insurance?:  Yes  No  
Insurance company: \_\_\_\_\_

1. Claimant's signature: \_\_\_\_\_ Date: \_\_\_\_\_

2. Claimant's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please ensure both pages of this form are complete and that you include photocopies/scans of:  
All airline tickets  Baggage tags/receipts  Photographic identification

Please return this form with all relevant documentation to:  
Qantas Airways Limited  
Baggage Services  
10 Bourke Road  
Mascot, NSW, 2020

Email: [baggageclaims@qantas.com.au](mailto:baggageclaims@qantas.com.au)  
Phone: 1300 306 980



**Qantas Airways Limited** ABN 16 009 661 901  
10 Bourke Road Mascot NSW 2020 Australia  
Telephone +61 2 9691 3636

**qantas.com**



Description of lost/damaged goods	Where/when purchased	Purchase Price	Amount Claimed	
SAMSONITE 4 WHEELS HARD CASE	SEPT 2016	USD 710		
			Sub-total	

I/we declare that this claim is for the loss/damage of my/our personal baggage in transit between \_\_\_\_\_ and \_\_\_\_\_ and that the information is provided by me/us in the form in good faith and is true and correct.

1. Claimant's signature: \_\_\_\_\_ Date: \_\_\_\_\_
2. Claimant's signature: \_\_\_\_\_ Date: \_\_\_\_\_



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## DECLARATION

I make the following declaration in support of my claims for missing baggage:

I was a passenger on flight number:

From:

To:

On date:

The items listed on the 'Claim for lost/damaged baggage' questionnaire

are missing from my baggage

were in my missing baggage

I confirm that the above details are accurate and not misleading and I acknowledge that Qantas:

- a) may ask for further verification or documentation to substantiate my claim; and
- b) reserves its rights against me if I attempt to make a fraudulent claim.

1. Claimant's signature: \_\_\_\_\_ Date: \_\_\_\_\_

2. Claimant's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_



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