

## Reporting of Delayed, Lost or Damaged Baggage

### DAMAGED BAGGAGE

You must report any damage or partial loss of the contents of the baggage upon arrival at the relevant airport to the Lost & Found Office before clearing Customs. Lost & Found will make a Damage report.

In case of damaged baggage you may take your suitcase and the originals of all the documents related to your travel to "Svetla" shop, which is located at Orlov Most (33 Tsar Osoboditel Blvd). At the shop your suitcase will be repaired or an expert assessment will be made; in case repairs are impossible, you will be offered a similar model. The shop is open from 10:00 till 19:00, Monday through Saturday.

If you do not select a suitable case from "Svetla" shop, you will be given a written statement which you must send with your written claim either by mail to the address of the Aviation company, or to e-mail: [LF@AIR.BG](mailto:LF@AIR.BG) , Or complete our online complaint platform <https://www.air.bg/en/customer-support/complaints-and-returns>

Claims should be accompanied by the following original/scanned documents:

- **Damage Report;**
- **Statement on impossibility of repairs;**
- **Boarding passes;**
- **Baggage tag/s;**
- **Bank account/IBAN/SWIFT CODE;**
- **Claim.**

You are kindly requested to send your written claim accompanied by the original documents required by registered mail with return receipt to the address shown herein below **within 7 days** of issuance of the Damage report.

### LATE BAGGAGE / LOST BAGGAGE

You must report the absence of your baggage upon arrival at the relevant airport to the Lost & Found Office before clearing Customs. Lost & Found will make a Property Irregularity Report - PIR.

You are kindly requested to send your written claim accompanied by the original documents required by registered mail with return receipt to the address shown herein below, or the scanned documents via e-mail: [LF@AIR.BG](mailto:LF@AIR.BG) , Or complete our online complaint platform <https://www.air.bg/en/customer-support/complaints-and-returns> , **within 21 days** of issuance of the Property Irregularity Report - PIR.

Claims must be accompanied by the following original documents:

- **Property Irregularity Report – PIR;**
- **Boarding passes;**
- **Baggage tag/s;**
- **Receipt for payment of excess baggage fee (if any);**
- **Bank account/IBAN/SWIFT CODE;**
- **Claim.**

For more information please visit our web page at [www.air.bg](http://www.air.bg) /section ABOUT YOUR FLIGHT/.

The address of **Aviation company Bulgaria Air is:**

**1 Brussels Blvd**  
**Sofia 1540**  
**Bulgaria**  
**Complaints and Claims Department**