

Dear Wizz Air Customer,

Please accept our sincere apologies for your mishandled baggage. Our Handling Agent will fill the Property Irregularity Report (PIR) about the damage or delay of your bag which can be used for your insurance/claim purposes.

Please note that you must report the damage/delay of your baggage prior to leaving the arrival hall and you must obtain a PIR. Should you fail to meet this requirement we will not be liable for the damage/delay of your baggage.

BAG DAMAGE

UK

Repairs and replacement of bags (if the bag is beyond repair) in the United Kingdom are carried out by First Flight (www.damagedluggage.com). Damaged baggage claims not processed by First Flight will not be accepted.

Please contact First Flight on the telephone number +44 (0) 1279 813 000 or visit the website Damagedluggage.com (Multi Lingual Live Chat available in all languages) to arrange for the collection of your damaged bag. First Flight will invoice Wizz Air directly for the cost of the repair or replacement. Email- collections@damagedluggage.com

Hungary

Baggage repairs or replacements are carried out by „Javitóház Bt.”. Your baggage will be repaired within 10 days or replaced immediately if it is damaged beyond repair. If your final destination is outside Budapest, you can send your baggage and will receive your repaired baggage or a new one by post, free of charge. In order to arrange for a free of charge repair or replacement please send the PIR, the baggage tag and boarding card to our partner.

Javitóház Bt.	1082 Budapest, Harmincettesek tere 6/a. Phone: +3613130552 E-mail: info@borondjavitas.hu
---------------	--

Poland

Repairs and replacement of bags (if the bag is beyond repair) in Poland are carried out on our behalf exclusively by PS. Services. Damage baggage claims not processed by PS. Services will not be accepted. PS. Services will invoice Wizz Air directly for the cost of the repair or replacement.

PS. Services phone number: +48516827949 E-mail: reklamacje@ps-services24.pl

Bulgaria

Repairs and replacement of bags (if the bag is beyond repair) in Bulgaria are carried out on our behalf exclusively by SvetlaBags. Damage baggage claims not processed by SvetlaBags will not be accepted.

If your final destination is outside Sofia, you can send your baggage and will receive your repaired baggage or a new one by post, free of charge.

Wizz Air Hungary Ltd.

Kóér street 2/A, Building B, Floors II-V, H-1103,
Budapest, Hungary

Corporate reg. number: 01-10-140174

Tax number: 26648525-2-44

F +36-1-777-9444

In order to arrange for a free of charge repair or replacement please send the PIR, the baggage tag and boarding card to our partners. SvetlaBags will invoice Wizz Air directly for the cost of the repair or replacement.

SvetlaBags phone number: +359(0)876256424, +359(0)898510310

E-mail: svetla.bags@abv.bg

Other countries

Please arrange for your baggage to be repaired, obtain a receipt and we will cover the costs of the repair. If your baggage is beyond repair you shall obtain a written confirmation from the repair shop, including indication of the type and value of your baggage.

Please visit our website and submit your claim via our online form (complaints: <http://wizzair.com/Claims>) that will result in the quickest handling of your complaint. In other cases you can refer to the details in the footer.

Please note that we exclude liability for minor damage to the exterior of your baggage (such as scratches, soils, staining, dents, etc) resulting from normal wear and tear or for water damage to non-waterproof baggage.

BAG DELAY

Our Handling Agent will contact you as soon as your baggage has arrived and will then arrange delivery to the address you have given us, free of charge.

According to the Montreal Convention your baggage is considered lost if we cannot locate it within 21 days of your arrival. If you have any queries during this period please contact our Handling Agent at Lost&Found of the arrival airport.

Please note that no indemnities will be paid before this deadline.

In case your baggage was not found within 21 days please visit our website and submit your claim via our online form (complaints: <http://wizzair.com/Claims>) that will result in the quickest handling of your complaint. In other cases you can refer to the details in the footer.

Please note that we will not accept any claims for valuable, fragile or perishable items packed in checked-in baggage. The complete list of items excluded from carriage is set out in Wizz Air's General Conditions of Carriage.

Thank you for your assistance in this matter. Once again we sincerely apologise for the inconvenience caused.

Yours faithfully,

Wizz Air Customer Service