



Claim Time Limits - Damaged, Delayed or Lost Checked Baggage

The reporting of damage, delay or loss of checked baggage at your arrival airport does not constitute a baggage claim. A claim must be submitted to Ryanair within the below time limits set out by the Montreal Convention 1999.

Damage to Checked Baggage

Damage to checked baggage must be reported at your arrival airport and in addition a claim submitted to Ryanair within 7 days from the date of bag damage occurring

- ✓ Copies of original receipt(s) for damaged item(s) will be requested. Damaged items and original receipts must be retained until the claim has been finalised.
- ✓ A replacement bag receipt in lieu of original damage bag receipt cannot be accepted.
- ✓ Damaged baggage claims will be processed within 15 working days of receipt.
- ✓ We will respond using the postal/email address provided in the claim form.

Loss/Delayed Checked Baggage

Loss or delay of checked baggage must be reported at your arrival airport and in addition a claim submitted to Ryanair within 21 days from the date of the misplacement/delay/loss

- ✓ Copies of original receipt(s) for delayed/lost item(s) will be requested. Original receipts must be retained until the claim has been finalised.
- ✓ Delayed baggage claims will be processed within 15 working days of receipt.
- ✓ Lost baggage claims will be processed within 28 working days of receipt (once the full baggage tracing process has been completed)
- ✓ We will respond using the postal/email address provided in the claim form.

You can make a claim using our online Baggage Claim Form. To access this form, choose the link below relevant to the airline you travelled with:

Ryanair: <https://baggageclaims.ryanair.com>
Lauda: <https://baggageclaims.ryanair.com>
Ryanair UK: <https://baggageclaims.ryanair.com>
Malta Air: <https://baggageclaims.ryanair.com>
Buzz: <https://onlineform.buzzair.com/pl/pl/baggage-claim>

Yours sincerely

Ryanair Group Customer Services