



FLY THE WHALE

Safety · Service · Style

Customer Property Claim Form

Dear Valued Fly The Whale Customer:

Please accept our sincere apology for the inconvenience you experienced because of your mishandled item/baggage. Fly The Whale will make every effort to earn your future business by handling your report in an efficient and courteous manner.

Regarding damaged or pilfered items, please refer to the instructions below to file a claim with our Baggage Service Team. In the case of Delayed/Lost items, if the items are not located and returned within five (5) days, please refer to the instructions below to file a claim with our Baggage Service Team. Interim expenses are handled as stated below.

While our team continues to locate/address the condition of your mishandled item/baggage, it is imperative that you complete the attached Customer Property Form (applies to Delay/Loss, Damage and Pilferage) and return it to Fly The Whale, **within thirty (30) days from the date the report was filed**. The most intensive secondary phase regarding your property is based on the detailed information that you provide on this claim form. If your claim is for lost baggage and involves more than one (1) bag, please itemize each bag and its contents separately. Failure to provide an accurate list of contents or to return the claim form and all the required documents within the time specified, will hinder our ability to locate your property and will render your claim void.

INSTRUCTIONS

- We suggest that you retain a copy of the documents that are submitted for your records.
- Email original documents when specifically requested below to the address listed on this claim form. All the required documents should be emailed to the address listed below.

ITEMS NEEDED TO PROCESS YOUR CLAIM

(To be provided within 30 days from the date the report was filed)

All claims for compensation, delay, loss, damage and pilferage, must include a completed Customer Property Form and all the required documents as listed below:

- Copy of flight itinerary.
- Completed Customer Property Form.
- All individual items with a value of \$25 or higher must be substantiated with **original** proof of purchase indicating value.

LIABILITY LIMITATIONS

Please see our Contract of Carriage:

(<https://www.flythewhale.com/app/uploads/ftw-contract-of-carriage.pdf>) for specific monetary limits.

For travel wholly within the United States, as detailed in our Contract of Carriage, Fly The Whale is not liable for loss, damage to, or delay of valuable/commercial items including, but not limited to:

Money	Negotiable papers	Irreplaceable business documents / books / manuscripts / publications
Jewelry	Silverware	Photographic / electronic equipment
Furs	Precious metals	Paintings and other works of art
Antiques	Artifacts	Lifesaving medication and samples

Fly The Whale allows **reasonable** interim expenses for Customers whose baggage has been delayed. Interim expenses incurred are limited to **reasonable** personal items, such as clothing and toiletries purchased because of a delay.

All **original** receipts must be provided for reimbursement; copies will not be accepted. Fly The Whale reserves the right to request that items purchased as a result of a delayed bag be returned prior to the issuance of compensation.

Kindly direct all correspondence concerning your claim to: commuter@flythewhale.com

Subject of your email should read: **Baggage Claim**

Please note: Submitting an incomplete Customer Property Claim Form will delay the process.

Your cooperation and patience are greatly appreciated.

I hereby certify that the foregoing statement and the information provided herein as well as the information contained on the accompanying forms or documents are accurate, complete, and true. I understand that by providing any information that is or could be reasonably construed as false and/or misleading, will result in the denial of my claim in its entirety and may be reported to law enforcement.

Customer Signature:

Customer Property Claim Form

Check one of the following:

<input type="checkbox"/> Missing Baggage	<input type="checkbox"/> Interim Expenses	<input type="checkbox"/> Damaged Bag/Item	<input type="checkbox"/> Missing Contents	
First Name:		Middle Initial:	Last Name:	
Street Address:				
City:		State:	Zip:	
Home Phone:		Cell Phone:		
Occupation:		Employer:		
Business Address:				
City:		State:	Zip:	
Business Phone:				
Confirmation Code:				
Missing/Damaged Baggage Claim check number/s:				
Where did you check your bag/item?	Ticket Counter	Gate	Other (describe)	
No. of Checked Bags:	No. of Bags Received:	No. of Bags Missing:		
Baggage was last seen at:	Did you pass through customs?	Yes	No	
City on tag that baggage was checked to:	Checked on (Airline/Flight No.):			
Customer's final destination:	Was baggage seen there?	Yes	No	
Was baggage rerouted or rechecked?	Yes	No	If yes, city/airline that rerouted:	
Email Address:				
FLIGHT INFORMATION:				
Date	From	To	Flight #	Airline

I hereby certify that the foregoing statement and the information provided herein as well as the information contained on the accompanying forms or documents are accurate, complete, and true. I understand that by providing any information that is or could be reasonably construed as false and/or misleading, will result in the denial of my claim in its entirety and may be reported to law enforcement.

Customer Signature:

DESCRIPTION OF PROPERTY

(All items should be listed separately)

Article / Item	Male / Female / Child	Description	Color	Material	Brand	Size	Store Purchased	Purchase Date	Original Price	Original Receipt Attached?	
(EXAMPLE) Shoes	F	White with Blue Stripes		Leather	Nike	6	Target	09/06/23	\$84.00	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Note: If additional space is needed, please attach separate paper with same data as above.

NOTICE TO CLAIMANT

The Claimant expressly understands and agrees that the furnishing of this form and any assistance by agents or employees of Fly The Whale are only acts of courtesy and are not to be construed as waiver of any rights or admission of any liability by or on behalf of Fly The Whale, its employees or agents. This will also serve as written authorization for Fly The Whale to inspect all related customs documentation. Upon request, the Claimant must furnish any other information and/or documents relating to this claim which are required by Fly The Whale. All claims are subject to proof of value and of loss and must be filed in writing. The Claimant hereby warrants that he/she is the absolute owner or has lawful right to possession of the property which is the subject matter of this claim. The Claimant further agrees to indemnify and hold harmless Fly The Whale, its agents and employees, from and against any and all claims, actions or suits instituted by any other person with respect to said property. Fly The Whale does investigate those claims having validity or item variances and our security office also coordinates with law enforcement in the investigation of claims of questionable validity or containing drugs, firearms, large amounts of jewelry or other expensive items. Fly The Whale avails itself of any and all investigative measures, including but not limited to criminal record checks, credit search, etc., in order to validate claim information.

I hereby certify that the foregoing statement and the information provided herein as well as the information contained on the accompanying forms or documents are accurate, complete, and true. I understand that by providing any information that is or could be reasonably construed as false and/or misleading, will result in the denial of my claim in its entirety.

I do hereby warrant that the foregoing information supplied by me is true, complete and correct, and that I have read and understand the notices set forth above. I hereby make a claim against Fly The Whale.

In the amount of \$_____ for a loss occurring on _____, 20____.

Claimant's Signature: _____
Date: _____

NOTE: NOTARY NOT REQUIRED FOR NON-U.S. RESIDENTS

The signer of the foregoing statement has personally appeared before me and has sworn or affirmed the truth of same. Witness my hand and official seal.

This _____ day of _____ in the year of _____

My commission expires _____

Notary Public _____