[First and last name]

[Postal address]

[Telephone number + email address]

[Company name]

[Company address]

[Place, date]

**Subject**: [indicate your PIR file number - this is the incident report received by the airport]– delayed luggage

Dear Sir, Madam,

On [date] I flew from [place of departure] to [place of arrival] with [name of airline]. This concerned flight [enter the flight number]. Upon arrival at my destination, my luggage was missing.

At [name of airport], I immediately submitted a PIR form with number [enter number of PIR form]. Please find a copy attached.

I couldn’t get my luggage back until [number of days' delay] later and I had to buy essential goods during that time. Please find below the list and price of the products purchased:

* [describe the essential items purchased and their price]
* [… these include toiletries, underwear, t-shirts, etc..]
* [in principle, you should buy these products in reasonable quantity and at a reasonable price]

In accordance with International Conventions, I am entitled to reimbursement of these expenses.

I herewith request you to remit € [enter the total amount] within 14 days to my account number [enter your IBAN account number], account holder [name account holder] with payment reference ‘Expenses claim delayed luggage’.

[Option if the luggage has not yet been found at the time of your claim: Furthermore, I expect you to do your utmost to find my luggage. If you do not find the item(s) within 21 days, I hold you liable for the loss incurred.]

If my request does not result in receiving the above-mentioned compensation, I wouldn't hesitate to contact the European Consumer Centre Luxembourg to assert my rights.

Yours faithfully,

[Full name]