

Damaged Baggage and Contents

What is the policy regarding damaged baggage?

Damage may be classified as major, minor, or cosmetic. If your baggage has been damaged and requires substantial repair or replacement we will need to have the baggage submitted to us. An evaluation will determine the compensation.

Minor damage describes an incidental damage requiring repair; but the baggage is still usable. We can resolve this in one of three ways:

- Offer an immediate settlement either with a discount code or check to cover the estimated cost of the repairs
- Have the repairs made ourselves, or
- Reimburse the amount you pay to have repairs completed

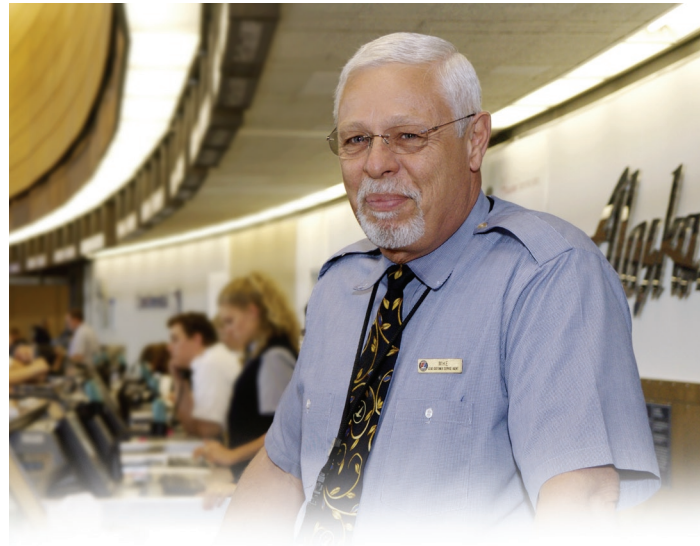
Cosmetic damages are superficial scuffs, scratches, nicks, dents, soiling, or similar blemishes attributable to "normal wear and tear." Alaska Airlines and Horizon Air do not compensate for this type of damage. Damage resulting from an overpacked, overweight condition, bags with protruding items such as wheels, straps, feet or telescope handles, items with inadequate protection, etc., will not be covered.

What about fragile or perishable items?

Contents of this nature in checked baggage, including spillable liquids and perishables, are not the airline's responsibility in domestic transportation. Liability claims for items in international itineraries are handled through our Central Baggage office.

What is the procedure for non-baggage type items?

Claims for domestically checked items such as baby strollers, car seats, musical instruments, golf bags, bicycles, fishing equipment, machinery tools, etc., are all handled on a case by case basis (the way an item was packaged for transport will have significant bearing on whether the airline will assume liability). A Customer Service Agent must have the opportunity to view and document any damage immediately after the item is claimed at the carousel. If the Customer Service Agent or the Central Baggage Service office authorizes repair or replacement, please arrange for repair/replacement and submit the paid receipt to Central Baggage Service for reimbursement.



Is there a deadline for reporting damage?

Baggage should always be inspected for any damage. We should be notified before you leave the airport. However, there is a 24 hour grace period for domestic travel, and a 7 day period for international travel.

For damage covered by Alaska Airlines and Horizon Air an estimate or repair bill must be submitted within 60 days of your date of travel.

Further Inquiries?

If you have further questions or concerns, please do not hesitate to contact the local station office.

Local telephone numbers can be found at:

www.alaskaair.com/stations

After appropriate actions locally have been concluded, you may write or call:

Alaska Airlines/Horizon Air
Central Baggage Service/SEALZ
P.O. Box 68900, Seattle, WA 98168-0900
Phone: 1-877-815-8253 Fax: 206-392-6502

Additional Information can be found at:

www.alaskaair.com/baggage

Our complete baggage policy can be viewed at www.alaskaair.com in our published Contract of Carriage.

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Baggage SERVICE



Information & Policies for Delayed or Damaged Baggage

Alaska Airlines / *Horizon Air*

PLEASE ACCEPT OUR APOLOGIES for any disruption or inconvenience this situation may cause. We hope you will find the following information helpful.

Delayed Baggage

When will my bag arrive?

We expect that your baggage will be located and returned to you soon. Most delayed baggage is located within 24-48 hours. We appreciate your cooperation in providing us information about your missing baggage before leaving the airport by completing a delayed baggage report.

Where can I file a Delayed Baggage Report?

A delayed baggage report can be filed with a Customer Service Agent at the Baggage Service office of your arrival airport.

For domestic travel, you may file a report up to 24 hours after your arrival.

For international travel, you may file a delayed report up to seven days after your arrival.

What happens now that I have reported my baggage as missing?

Our search efforts begin with a system wide computer trace. We will notify you promptly of any developments. Your patience during this process is genuinely appreciated. In the meantime, please be sure to retain your ticket receipts, baggage claim checks, and any other documents related to your travel.

Will my baggage be delivered to my home/hotel?

Yes, unless you checked your baggage in late or you chose to take a flight other than the one on which your baggage had been tagged. A Customer Service Agent can explain these situations in more detail.

What should I do about replacing certain contents which I need immediately?

Please purchase any essential and reasonable items you need while your baggage is missing (for example, necessary clothing and toiletries).

It is very important to retain all original paid receipts for replaced items. They can be presented either to the Baggage Service office where you made your original report, or mailed to Central Baggage Service (the address is shown on the last panel of this brochure).

What happens if my bag is not found within 24-48 hours?

We will search locally for five days. In the rare event we are not successful, your report is electronically transferred to our Central Baggage Service office.

What does the Central Baggage Service office do?

If the local search is not successful, the Central Baggage Service office will begin a second level computer search. This search requires very specific and detailed information on the contents of your baggage. Any information you can provide will be helpful in searching for your baggage.

The computer program used by Central Baggage Service searches worldwide, involving more than 400 airlines. Every effort is made to conclude this search within 4-6 weeks from the date of travel, but this is only a guideline.

You will receive a "Statement of Loss" form in the mail from our Central Baggage Service office within 7-10 working days after your report has been transferred. Please complete the form and return it within 15 days in the envelope provided. A **"Statement of Loss" form may also be downloaded at: www.alaskaair.com/missing**

The "Statement of Loss" serves as a legal document, and is a primary factor in a prospective financial settlement should your baggage not be recovered. For any individual baggage content exceeding \$100 in value, original paid receipts or invoices are needed. Clear copies of your customer ticket receipts, and any other documents related to your travel will also assist us in a fair resolution.

What compensation can I expect if my baggage is not found, and how soon will I receive it?

The amount settled depends on whether your travel was domestic or international. See below for amounts. Baggage claims are generally settled in a 4-6 week time frame from the date of travel.

Domestic Travel

The maximum compensation allowable for delay, loss, or damage to airline baggage is \$3,300 per ticketed customer for U.S. domestic travel. Certain articles are excluded from liability (including but not limited to jewelry, cash, personal electronics devices, such as electronic games, audio, video, or photo equipment, antiques, medications, optical devices, business papers and contracts).

For a complete list of excluded items please visit: www.alaskaair.com

International Travel

Settlements for international travel are governed by the Warsaw or the Montreal Convention.

Montreal Convention settlements are based on Special Drawing Rights limited to 1,131 SDR as defined by the International Monetary Fund.

The Warsaw Convention provides compensation based on the weight of the baggage and is limited to \$634.90 per piece, with a two piece maximum allowance.