



DAMAGING PROCEDURE

After the claim has been sent to the company according with the terms and conditions as provided per European Union Regulation CE 889/2002 and Montreal Convention, Blue Panorama Airlines will provide to:

- Make all investigations about happened
- Examine all the documents sent proving the damage

In order to proceed with damage reimbursement, Blue Panorama Airlines requires to passengers the following documents:

- 1) damaging luggage declaration issued by the airport authority;
- 2) air ticket;
- 3) luggage label;
- 4) leather goods manufacturer certification of the damage.

In case of irreparable damage we need a declaration specifying the cost of a similar luggage and date of purchasing of the damaged luggage.

ALL THE ABOVE MENTIONED DOCUMENTS WILL HAVE TO BE SEND IN THEIR ORIGINAL (AND NOT BY FAX) TO:

**BLUE PANORAMA AIRLINES S.p.A.
VIALE DELLE ARTI 123
00054 FIUMICINO ROMA**

We kindly request you to specify your address and your telephone number.

For further information please contact our customer care at 06/60214999 form Tuesday to Thursday (form 09.00 up to 13.00) or by mail to customer-care@blue-panorama.com.

Best Regards
Blue Panorama Airline

Customer care Blue Panorama Airlines Viale delle Arti 123 - 00054 Fiumicino – Roma
Tel. 06-60214999 - customer-care@blue-panorama.com