



DAMAGED/ LOST BAGGAGE POLICY AGREEMENT FORM

This policy agreement form is for claimants filing claims for damaged or lost baggage which took place while in the care of Yute Commuter Service.

Damaged/Lost Baggage Policy

- All claims must be filed with YCS within 7 days of the travel departure date for the claim to be valid. Any claims filed more than 7 days after the departure date may be denied.
- All information is necessary on the claim form. If there is any required information missing from the claim form, a call will be made to the claimant, if a phone number is provided. If the company is not able to get ahold of the claimant, this may cause the claim to be denied and closed.
- Compensation may be negotiated if at fault by Yute Commuter Service. Proof of cost may be requested.
- The company is not responsible for any fragile items that did not have a fragile sticker placed on the bag at time of check-in.
- The company is not responsible for any fragile bags that were not packaged appropriately to prevent damage such as plastic bags or boxes.
- The company is not responsible for any perishable items. Perishable items checked in as baggage are at the owner's risk. There is no guarantee that all bags will be flying on the same flight as the owner due to the maximum weight allowed on aircraft.
- We exclude liability for fragile items, electronics, and any other valuable items.
- If the claimant had any perishables checked in as baggage and was bumped due to no space available, the bags are sent in this order based on priority: 1st Checked bags with passengers depending on space availability; 2nd Mail; 3rd Freight; 4th Bumped bags.
- There is a minimum and maximum payment that the company will cover if damages are at fault of the company and if proof of payment on property is available. The payment will be discussed between management and the claimant if compensation is valid. The minimum payment for compensation is \$25 and maximum payment can be up to but no more than \$3500.
- Once the claim is resolved, the claim will be closed and filed.

- If the lost baggage was paid as excess baggage fee and baggage has not been located after 30 days, the excess baggage fee will be refunded to the payer.
- For lost baggage, the case will be open for 30 days after YCS has received the claim. If baggage is not found after 30 days, the claim will be closed. Compensation will be negotiated if eligible.

By signing this Policy Agreement Form, the claimant agrees to the damaged/lost baggage policy. If the claimant does not sign this Policy Agreement Form, the claimant is aware that the claim will be closed, and no further action is required.

Claimant's Signature

Date

Claimant's Printed Name

Claim Received By Signature

Date

Claim Received By Printed Name