



34 Strand Street
Christiansted, St. Croix 00820
Phone: (340) 773-6442
Fax: (340) 719-2127

Baggage Information and Passenger Property Form

Dear Valued Seaborne Airlines Customers:

Please accept our sincere apology. We understand your concern and realized the inconvenience this causes. Seaborne Airlines will make every effort to merit your future business by handling your report in an efficient and equitable manner.

CUSTOMER INSTRUCTIONS

- ✓ Retain a copy of all documents submitted for your records
- ✓ Return original documents to the above address.
- ✓ If more space is needed, please attach an additional page.

ITEMS NEEDED TO PROCESS CLAIM

- ✓ Copy of ticketless receipt
- ✓ Receipt for items with value of \$150.00 or higher
- ✓ Receipt if Excess Value was declared and purchased
- ✓ Signature of all affected customers
- ✓ Damaged property
- ✓ Notary seal is claim exceeds \$500 (required for U.S. residents)

CLAIM RESOLUTION INFORMATION

Tracing of your property began as soon as you reported the incident to our agents.

Seaborne Airlines provide assistance with initial tracing and conduct secondary tracing as needed. Secondary tracing is based on the detailed content information we ask you to provide on this Property Form.

To assist us, please complete and return this form **within 7 days**. You will then be contacted regarding the status of your claim. Failure to provide an accurate list of property or to return this form in the time specified may hinder our success and could possibly render your claim void.

LIABILITY LIMITATIONS

Total liability for provable direct damages resulting from the loss, delay or damage to baggage in the custody of Seaborne is limited an amount equal to the proven value of the property and shall not exceed USD \$750.00 per ticketed passenger. Seaborne Airlines is not responsible for any damages due to normal wear and tear.



Seaborne Airlines

#34 Strand Street, St. Croix USVI · Tel: (340) 773-6442 · Fax (340) 719-2717

Property Damage Claim

PNR # _____

It is very important that you retain a copy of all documents sent to us for your records. Seaborne Airlines will make every effort to handle your report in an efficient and equitable manner. Your cooperation and patience are greatly appreciated.

NAME: LAST FIRST M.I.			HOME PHONE:
			CELL PHONE:
			BUSINESS PHONE:
HOME ADDRESS:			DESCRIPTION OF DAMAGE – IF CONTENTS DAMAGED, SPECIFY
BUSINESS NAME AND ADDRESS:			
No. of bags checked:	No. of bags missing:	Where/when did you last see your baggage?	
Was your baggage moved to an earlier or later flight?			ALL DAMAGED GOODS MUST BE RETAINED UNTIL SETTLEMENT THE ABOVE CONSTITUTES A COMPLETE REPORT OF DAMAGES.
Did you attempt to claim immediately upon arrival?			If yes, were you notified?
			At which Base did you file your report?

COMPLETE ITINERARY - Please include all flight information

From	To	Flight #	Date

BAGGAGE DESCRIPTION AND CONTENTS – List contents separately if more than 1 bag

Type of Bag	Color of Bag	Mfg. or Brand	Date Purchased	Original Cost

Content Description: If more than one customer, indicate ownership of items. Gender: M = Male, F = Female, CH = Child, INF = Infant (0-3years)

Article	How many	Label/Brand, Size, Color, Material	Gender	Where Purchased, Store Name	Date Purchased	Original Cost

CLAIM DENIED

ACTION TAKEN

___ Repair ___ WILL HAVE PROPERTY REPAIRED/CLEANED BAGS LEFT AT _____ DATE _____ Passenger must return property to Seaborne within 30 days of this report ___ PASSENGER HAVE PROPERTY REPAIRED/CLEANED COST OF REPAIR/CLEANING NOT TO EXCEED \$ _____ SEND BILL TO SEABORNE AIRLINES	___ Replace ___ PASSENGER WILL PARTICIPATE IN THE COST OF REPLACEMENT OF PROPERTY PASSENGER \$ _____ SEABORNE \$ _____ TOTAL \$ _____ REPLACEMENT NOT TO EXCEED \$ _____	___ Other Settlement ___ CHECK DRAFT NUMBER _____ AMOUNT \$ _____ ___ TRAVEL VOUCHERS SERIES # _____ TO _____ AMOUNT \$ _____ REFUND \$ _____
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I do hereby warrant the foregoing statement and those on the accompanying form to accurate, complete, true, and I hereby make a claim against Seaborne Airlines in the amount of \$ _____ for a loss occurring on _____, 20__.

Customer Signature: _____

MISSING OR DAMAGED BAGGAGE: Preliminary notice of loss or damage must be submitted to Seaborne immediately after arrival of flight on which the loss or damage is alleged to have occurred. Failure to present such notice shall exempt Seaborne from any action or liability. Under no circumstances will Seaborne be liable for any special or consequential damages. Total liability for provable direct damages resulting from the loss, delay or damage to baggage in the custody of Seaborne is limited to an amount equal to the proven value of the property and shall not exceed USD \$750.00 per ticketed passenger. Seaborne Airlines is not responsible for any damages due to normal wear and tear.

AUTHORIZING APPROVAL: _____ DATE: _____

AGENT PREPARING REPORT _____ DATE: _____