

We are sorry that you are experiencing a service interruption while traveling with Avelo. We will work hard to review and complete your Claim as quickly and efficiently as possible.

Some helpful tips to expedite this process include:

Ensuring the phone number, email and mailing address entered in this form are accurate and reflect where you prefer where you'd like to be contacted.

Completing as much of the form as possible, even if it seems some items aren't related to your claim.

- If you have a bag that has been damaged:
 - Include photos of the damage, the size, date of purchase and brand name of the bag.

- If your bag has items missing:
 - Verify if a TSA "Notice of Inspection" was inside of your luggage.
 - If so, contact the TSA to file a claim at www.tsa.gov.
 - Clear electronic copies of the original, dated purchase receipts must be provided for any single item valued over \$100.00 in order to be paid the full value. If those receipts are not included the item will be paid at the maximum amount allowed, \$100.00.

- If your bag was delayed and you are away from home and had to purchase interim items, Avelo will compensate Customers for reasonable, documented damages incurred as a direct or consequential result of the loss of, damage to, or delayed delivery of such Baggage up to the limit of liability, provided the Customer has exercised reasonable efforts and good judgment to minimize the amount of damage.

Initial notification of a mishandling should be completed within 4 hours of travel, either by speaking with an airport Crewmember, calling the Customer Support Center (at 346-616-9500) or via email (at bags@aveloair.com).

The completed Claim form should be returned to Avelo at bags@aveloair.com within 48 hours of travel. For updates on the status of a delayed baggage Claim, please call 346-616-9500. All other questions and update queries can be sent via email to bags@aveloair.com. Customer Service concerns can be addressed via email at supprt@aveloair.com.

We appreciate your patience and hope to see you on future Avelo flights.

