



Dear Customer,

First and foremost, we wish to extend our deepest apologies for the inconvenience you experienced during your trip to Tunisia. One of the primary goals of TUNISAIR is to ensure the swift and accurate transportation of passengers and their luggage. However, incidents or delays may sometimes occur due to various issues.

Should you notice your luggage has been damaged in the baggage claim area, please immediately report to the baggage assistance office located in the airport's customs area. Your claim will be recorded, and you will be issued a Property Irregularity Report (PIR) detailing the damage incurred.

TUNISAIR is committed to meeting our customers' needs by providing all the guarantees and benefits of high-quality service.

Within 7 days of making your claim at the **lost & found**, you can request the repair or replacement of the damaged luggage if it cannot be repaired, by one of the following methods:

If you reside in Rome, you must visit VALIGERIA VARESE (**Via XX Settembre 42 - 00187 Rome**) with the damaged luggage and all the original documents listed below :

- Written complaint
- Baggage Irregularity Report (P.I.R.) issued by the baggage assistance office
- Flight ticket and/or boarding pass
- Receipt of damaged luggage registration (TAG).

If you live outside of Rome or are unable to visit VALIGERIA VARESE, you can contact them by phone at +39064814663 / +390642020953 or through their website at www.valigeriavarese.com. You can then email photos of the damaged luggage and the previously mentioned documents via registered mail.

VALIGERIA VARESE hours: Monday to Friday 09:00 / 16:00, Saturday 09:30-13:00 / 16:00-19:30.

If you reside abroad, please contact the customer relations office in the country where you are located.

We disclaim all responsibility for minor damages such as scratches, marks, and dents that result from normal luggage use.

We kindly ask you to accept our apologies once again for this incident and take this opportunity to extend our cordial greetings.

DIREZIONE GENERALE / AMM.NE:	VIA PIEMONTE, 39	00187 ROMA	TEL 06 / 42.113.1	FAX 06 / 42.82.17.55
BIGLIETTERIA:	VIA PIEMONTE, 39	00187 ROMA	TEL 06 / 42.11.32.72	
PRENOTAZIONI:	VIA PIEMONTE, 39	00187 ROMA	TEL 06 / 42.11.32.62	
PRENOTAZIONI E BIGLIETTERIA:	VIA BARACCHINI, 9	20123 MILANO	TEL 02 / 80.57.752	FAX 02 / 72.02.29.12