

Dear Customer,

Firstly, we would like to sincerely apologize for any inconvenience experienced during your trip to Tunisia. At TUNISAIR, our main goal is to transport passengers and their luggage quickly and accurately. However, incidents or delays can sometimes occur due to various issues.

If you notice at the baggage claim area that your luggage has not arrived despite our careful handling, please immediately proceed to the Baggage Assistance Office located in the customs area of the airport to report the loss. Your complaint will be recorded, and you will be given a Property Irregularity Report (PIR) form. We commit to diligently search and return your baggage as soon as possible.

Please be advised that all the original documentation specified below, necessary to begin the compensation process, must be sent to the Customer Relations Office of the General Representation of Tunisair in Italy (Via Piemonte, n°39 (1st floor) - 00187 Rome).

IN CASE OF BAGGAGE LOSS:

If we are unable to locate your baggage within 21 days of the report made at the Baggage Assistance Office, please send us all the original documentation specified below to the above address:

- Written claim (including residence address, phone numbers, email address)
- Baggage Irregularity Report (PIR) issued by the Baggage Assistance Office
- Baggage registration receipts and payment receipt for excess baggage if applicable
- A detailed list of the contents of the baggage
- Airline ticket and/or boarding pass

IN CASE OF DELAYED DELIVERY AND/OR DAMAGE TO BAGGAGE:

If the baggage is found, within 21 days following its actual delivery, please send all the original documentation specified below to the above address:

- Written claim (including residence address, phone numbers, email address)
- Baggage Irregularity Report (PIR) issued by the Baggage Assistance Office
- Baggage registration receipts
- A detailed list of any missing contents in case of damage

Airline ticket and/or boarding pass If damage occurred as a result of delayed delivery, please indicate in writing at the time of home delivery the missing items.

We remind you that in the absence of these original documents, we will not be able to proceed with your compensation request.

Awaiting the required documents and apologizing again for the incident, we take this opportunity to extend our cordial greetings.