

Dear User,

If during check in procedure, your baggage suffers a repairable or structural damage caused by us (if the injury is irreversible) you may be entitled to get a compensation.

Compensation is limited to material damages, while all intangible damages **are excluded** (eg compensation for ruined holidays).

What to do to get compensation

The claim must be submitted in writing within 7 days from the date of registration of your baggage (on penalty of forfeiture of any right on the possible compensation for damages).

To be able to enjoy any compensation, the damage must be certified by a Manager on duty Sogeaal.

To obtain a **refund for damaged baggage** it is necessary to fill out the complaints form, with a **description of what happened**.

The complaint form can be replaced by an e-mail at algheroairport@sogeaal.it

Damage will be refunded only after:

- ascertaining the extent of the damage by a retailer;
- verification of the repairability and evidence of the estimate cost;
- formal acceptance of the amount to be liquidated for repair or replacement of the suitcase.