



Dear Valued Spirit Airlines Customer:

Please accept our sincere apology for the inconvenience you have been caused by the mishandling of your checked luggage. We want you to know that we are doing everything possible to locate your missing property quickly. Spirit Airlines will make every effort to earn your future business by handling your report in an efficient and fair manner.

Because your property wasn't located within 5 days of your arrival, your report has been transferred to Spirit's Corporate Luggage Resolution Department for handling. While our claims team continues worldwide computer tracing for your property, it is imperative that you complete the attached claim form and return it to us within **30 days of your receipt**. The most intensive secondary phase of tracing is based on the detailed information that you provide on this claim form, so please be as specific and accurate as possible and return the form promptly. If your claim involves more than one piece of baggage, please itemize each bag and its contents separately. Failure to provide an accurate list of property or to return this form within the time specified will hinder our ability to locate your property and will render your claim void.

Once your claim form is received, we will continue intensive, industry-wide tracing for an additional 30 days. If your property is located during this time, or if any additional information is required, your claims agent will contact you immediately. If, after this additional 30 days of tracing, your property has not been located, your claim will proceed to final processing. Final processing and accounting takes from 2 to 4 weeks after secondary tracing is completed.

INSTRUCTIONS

- Retain a copy of all documents submitted
- Mail original documents to the address on the enclosed claim form
- If more space is needed, please attach an additional page

ITEMS NEEDED TO PROCESS YOUR CLAIM (Please provide within 30 days of receipt of this letter.)

- Copy of flight ticket, e-ticket receipt or reservation information
- Baggage Claim Check(s)
- Completed claim form
- All individual items with a value of \$50 or higher must be substantiated with original proof of purchase indicating value
- Copy of your current ID (drivers license or state ID)
- Claim form must be notarized with seal if the claim exceeds \$500 (Required for U.S. residents)

LIABILITY LIMITATIONS

For travel wholly within the United States, as detailed in our Contract of Carriage, Spirit Airlines is not liable for loss, damage to, or delay of valuable/commercial items including but not limited to:

Money	Negotiable papers	Irreplaceable business documents / books / manuscripts / publications
Jewelry	Silverware	Photographic/electronic equipment
Furs	Precious metals	Paintings and other works of art
Antiques	Artifacts	Lifesaving medication and samples

We strongly recommend that you send all receipts via certified mail, return receipt requested to ensure a signed delivery receipt for yourself.

Kindly direct all correspondence concerning your claim to:

ATTENTION: Luggage Resolution Department
Spirit Airlines, Inc.
2800 Executive Way
Miramar, FL 33025

Your cooperation and patience are greatly appreciated.
Sincerely,
Corporate Luggage Resolution
Spirit Airlines, Inc.
APS 05/30/07

Luggage Resolution Department
 Spirit Airlines, Inc.
 2800 Executive Way
 Miramar, FL 33025



Attach Original
 Baggage Claim
 Check(s) HERE

Baggage Claim Ref # _____

CUSTOMER PROPERTY FORM **Missing Luggage** **Missing Contents** **Damage**

Name: First Middle Initial Last	Airline Ticket Number		Please Attach Copy
Permanent Residence Address	Number Street	Missing Baggage Claim Check Number(s)	Please Attach Copy
City State Zip	Where did you check your baggage? <input type="checkbox"/> Ticket Counter <input type="checkbox"/> Curbside <input type="checkbox"/> Gate <input type="checkbox"/> Other		
If less than one year at above address, list previous address	No. Bags Checked	No. Bags Received	No. Bags Missing
Home Phone	Cell Phone	Baggage was last seen at:	
Occupation	Employer	City on tag that baggage was checked to:	Checked on (Airline/Flight No.):
Business Address	Number Street	Customer's final destination:	Was baggage seen there? <input type="checkbox"/> Yes <input type="checkbox"/> No
City State Zip	Was baggage rerouted or rechecked? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, city/airline that rerouted:
Business Phone	Email Address	Did you pass through customs? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Passport Issuing Country & Number	Social Security Number	If necessary, will you provide written authorization for Spirit to inspect all related customs documents? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Provide details if original passenger routing was changed after beginning trip:			
Have you or members of your family ever filed a previous baggage claim(s) with Spirit Airlines? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, date(s) filed:	Was Spirit notified of loss / damage immediately? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, in what city's baggage office? _____ Date: _____ Time: _____		
If yes, was claim(s) for lost baggage, missing contents, or damage?	If Spirit was not notified, state reason for delay:		
Have you or members of your family ever filed a claim(s) with any other airline? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, state airline and date of loss:	Has the loss / damage been reported to any other airline? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, to what airline?		
Contents of the current missing or damaged baggage are for: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Child	Was the loss reported to the police? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, report number: Date filed:	
Do you have private insurance or credit card coverage for this loss? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, company and address:	If yes, with what police department?	Police department's phone number:	

Complete Flight Itinerary

Airline	Flight Number / Class	Date	From	To

Description of Missing Baggage

Type of Bag	Descriptive Elements	Color	Brand Name	Exterior Identification	Purchase Date (Mo/Yr)	Purchase Price
	<input type="checkbox"/> Lock <input type="checkbox"/> Retractable Handle <input type="checkbox"/> Wheels <input type="checkbox"/> Zippers <input type="checkbox"/> Straps <input type="checkbox"/> Pockets					



Description of Missing Property

(Please list contents separately if more than one bag is being claimed. If you need additional space, please attach additional page)

Article / Item	Male / Female / Child	Description	Color	Material	Brand	Size	Store Purchased	Purchase Date	Original Price	Receipt Attached?
(EXAMPLE) Shoes	M	Grey with Blue Stripes		Canvas	Nike	10	Foot Locker	10/15/04	\$64.00	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No
										<input type="checkbox"/> Yes <input type="checkbox"/> No

Notices to Claimant:

The Claimant expressly understands and agrees that the furnishing of this form and any assistance by agents or employees of Spirit Airlines are only acts of courtesy and are not to be construed as waiver of any rights or admission of any liability by or on behalf of Spirit Airlines, its employees or agents. Upon request, the Claimant must furnish any other information and/or documents relating to this claim which are required by Spirit Airlines. All claims are subject to proof of value and of loss and must be filed in writing.

The Claimant hereby warrants that he/she is the absolute owner, or has lawful right to possession of the property which is the subject matter of this claim. The Claimant further agrees to indemnify and hold harmless Spirit Airlines, its agents and employees, from and against any and all claims, actions or suits instituted by any other person with respect to said property.

Claimant understands that loss may be reported to the Federal Bureau of Investigations, which has investigative jurisdiction under federal criminal statutes relating to theft or embezzlement of property from a shipment in interstate or foreign commerce. Spirit Airlines does investigate those claims having validity or item variances. Our security office also coordinates with federal officials of both investigative and enforcement agencies in the investigation of claims of questionable validity or containing drugs, firearms, large amounts of jewelry or other expensive items. Spirit Airlines avails itself of any and all investigative measures, including but not limited to criminal record checks, credit search, etc., in order to validate claim information.

I hereby certify that the foregoing statement and the information provided herein as well as the information contained on the accompanying forms or documents are accurate, complete, and true. I understand that by providing any information that is, or could be reasonably construed as false and/or misleading, will result in the denial of my claim in its entirety.

I do hereby warrant that the foregoing information supplied by me is true, complete and correct, and that I have read and understand the notices set forth above. I hereby make a claim against Spirit Airlines.

In the amount of \$ _____

For a loss occurring on _____, 20____.

Claimant's Signature: _____

Date: _____ State of _____ County of _____

NOTARY NOT REQUIRED FOR NON-U.S. RESIDENTS

The signer of the foregoing statement has personally appeared before me and has sworn or affirmed the truth of same.

Witness my hand and official seal.

This _____ day of _____ in the year of _____.

My commission expires _____.

Notary Public

