

**From:** [REDACTED] <[REDACTED]>  
**To:** [REDACTED] <[REDACTED]>  
**Subject:** Re: flight nyc to Paris 10th of may  
**Date:** Mon, 14 May 2018 14:55:42 +0000

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did you speak to the airline baggage department before you left the airport and report the lost baggage? I assume you did...I just looked on the website and it appears they only reimburse you for 'necessity purchases'... You should call XL Airways and speak to a representative in the baggage department...I do think airlines normally DO find luggage

### 3. Delivering baggage on time

It's our intention to deliver your baggage on time. If your checked bags are delayed or misplaced, we will make every reasonable effort to deliver your bags within 24 hours. If you have expenses because of baggage delay and are eligible to receive compensation, if you make necessity purchases (such as those for hygienic products or clothing) because your baggage was late, you have 21 days from the moment you receive your baggage to submit a reimbursement request (XL Airways France does not make cash advances). Simply send us your receipts at:

Service Litiges Bagages SBA – XL AIRWAYS France

By Email: [REDACTED]

By phone: From Monday to Friday (9 :00 AM to 12 :00 PM – local time) [REDACTED]

If you paid a fee for your baggage and this baggage is lost, we will refund the fee you paid. To facilitate a quick refund, please provide us with the receipt issued by our staff for such fee.

On May 14, 2018, at 10:49 AM, [REDACTED] <[REDACTED]> wrote:

I hope too . in case if they don't found it , do we have any options ?

2018-05-14 10:48 GMT-04:00 [REDACTED] <[REDACTED]>:

noooooo!!  
are you serious!?  
that totally stinks...so sorry. I hope they locate it soon for you

> On May 14, 2018, at 10:40 AM, [REDACTED] <[REDACTED]> wrote:

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> XL airways lost my suitcase , they still do not located my suitcase .