

INDEMNITIES AND TIME LIMITS AFFECTING BAGGAGE INCIDENTS

The reason to indemnify has its objective base in the accident or damage caused, up to the limits of responsibility established in this chapter *in proportion to the damage suffered and* unless the air carrier took all reasonable measures to avoid the damage or it was impossible to take such measures. (CE Regulations CE 2027/1997 y 889/2002).

FOR DOMESTIC AND INTERNATIONAL TRAFFIC	
DELAY	<ul style="list-style-type: none"> • First Assistance: 1) Overnight kit for passengers who are not resident in the country where the incident took place, and who expect to be without their baggage overnight. • Compensation for delay: 2) Evaluation, against receipts, of expenses which arise as a consequence of not having available personal effects, contained within the baggage, up to 1.131 special drawing right per passenger^(*). 3) <u>With prior Declaration of Value:</u> The amount declared, having paid the premium <p style="text-align: center;">(Art. 22 Montreal Convention and y Annexes CE Regulations 2027/1997 y 889/2002)</p>
LOSS - See NOTE 1	<p>A) <u>Without prior Declaration of Value:</u> Up to 1.131 special drawing rights per passenger^(*).</p> <p>B) <u>With prior Declaration of Value:</u> The amount declared having paid the premium.</p> <p style="text-align: center;">(Art. 22 Montreal Convention and y Annexes CE Regulations 2027/1997 y 889/2002)</p>
DAMAGE - See NOTE 2	<p>The following alternative procedures will be followed will be followed in this order.</p> <p>1st Repair of the damaged item, or, 2nd Substitution for a similar one, or, 3rd UP TO 1.131 special drawing rights per passenger^(*).</p> <p style="text-align: center;">(Art. 22 Montreal Convention and y Annexes CE Regulations 2027/1997 y 889/2002)</p>
NOTAS:	<p>From the resulting indemnity must be deducted any amount previously paid for delay These options will be applied in the same order of preference and in accordance with the limitations of each case.</p>

(*) The value of the special drawing right, according to the definition of the International Monetary Fund, fluctuates daily, and the rate applied will be that applicable at the date of the incident. You may request information from our offices or consult the web page of the International Monetary Fund (WWW.IMF.ORG)

TIME LIMITS AFFECTING BAGGAGE INCIDENTS:

- 1) "Receipt of checked baggage without complaint (**raising of P.I.R. at the appropriate desk**) by the recipient will constitute presumption, unless proved otherwise, that the baggage has been delivered in good condition y accordance with the document of transport" (Article 31 Montreal Convention)
- 2) In addition, the passenger "must report it to the company in writing as soon as possible. If the damaged baggage is checked baggage (...) within seven days, and in the case of delay, twenty one days, in both instances counting from the day the baggage was made available." (Art. 31 of the Montreal Convention and y Annexes CE Regulations 2027/1997 y 889/2002)

TIME LIMITS	FOR DOMESTIC AND INTERNATIONAL TRAFFIC
To make a claim :	Delay. 21 days Loss. 21 days Damage. 7 days (Art. 31 Montreal Convention and y Annexes CE Regulations 2027/1997 y 889/2002)
To initiate a claim:	Expires after TWO YEARS. (Art. 35 Montreal Convention and y Annexes CE Regulations 2027/1997 y 889/2002)

ARTÍCLES WHICH MUST NOT BE TRANSPORTED IN CHECKED BAGGAGE AND OVER WHICH THE AIRLINE WILL NOT ACCEPT RESPONSIBILITY.

In accordance with Iberia's General Conditions of Carriage, which are referred to in the Contract of Carriage (ticket) subscribed to by both parties, the passenger must not include in his/her checked baggage articles which are considered **dangerous, fragile, perishable or valuable** (money, jewellery, preciousmetals, computers, personal electronic equipment, negotiable documents, deeds or other items of value,business documents, passports and other identity documents or samples), as we will not be responsible for any loss or damage caused to such items.

We will not accept responsibility for damage caused by normal wear and tear during its handling and transit through the airport facilities, such as: scratches, cuts, dents, or damage to wheels and handles. Additionally certain components of suitcases and bags, such as handles and wheels, have a limited lifespan defined and determined by the manufacturers in the item specifications.