

To: [REDACTED]
From: Lesley Groff
Sent: Tue 5/15/2018 1:44:07 PM
Subject: Re: flight nyc to Paris 10th of may

[REDACTED], what is the baggage claim number for your luggage? Can you take a picture and send to me? Do you have a name and number of a person you have been speaking with Re your lost luggage? Give me any info you have. Ill see if I can help.

Sent from my iPhone

On May 14, 2018, at 11:24 AM, [REDACTED] > wrote:

thanks . finger crossed

2018-05-14 11:06 GMT-04:00 Lesley Groff <[REDACTED]>:

ok...they will find it...lets think positive. still sucks though!

On May 14, 2018, at 11:05 AM, [REDACTED]
[REDACTED] > wrote:

yes I talk to the luggage service at CDG . they said they will let me know as soon they located the luggage . I have a tag on my suitcase .

2018-05-14 10:57 GMT-04:00 Lesley Groff <[REDACTED]>:

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 + [REDACTED] ...I would hope they would compensate for what was lost!? I do think airlines normally DO find luggage and get to proper owner...did you have a name tag on your 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 Lesley Groff <[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] >
wrote:

>

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