

REQUIRED DOCUMENTS - COMPENSATION FILE

To prepare the compensation file, please send us the following documents to the email address contact@aerro.ro:

1. Copy of the document executed at the airport "Property Irregularity Report" (P.I.R.),
2. Copy of passport or identity card,,
3. Photos of the damaged luggage and its brand
4. Copy of the purchase invoice of the damaged luggage,
5. Written claim for compensation

The claim must be dated and signed by the passenger to be compensated and must contain:

- a. Flight number,
- b. Flight date
- c. Email address and passengers phone number
- d. Specifying whether or not the passenger has the purchase invoice for the luggage, the cost and age of the luggage
- e. Copy of the bank account statement of the persons to be compensated, which must contain:
 - the name of the account holder
 - IBAN code
 - SWIFT code
 - BIC code
 - currency in which the bank account is opened
 - the name and address of the bank

Any claim registered with our company with all the necessary evidence attached, will be resolved within 60 days from the date of receipt there.