



Delayed baggage information:

Dear Passenger,

SAS regrets the delay of your baggage. We are aware of the inconvenience this will cause you. We are making every effort to find your bag as quickly as possible. SAS is connected to a computerized tracing system, which is used by almost every airline.

The following will now happen:

- 0-36 hours**
- All information about the baggage is entered into the tracing system.
 - During this time period almost all baggage will be found.
 - We will contact you with delivery information as soon as we have received your baggage.
 - Passengers with an address outside our delivery area will be contacted by the nearest airport about delivery.
 - For your immediate needs you may purchase necessary items up to USD 100 which will be refunded against original receipts. Please contact your local Customer Relations office.

(This does not apply to customers whose residence is at point of arrival.)

- 36-72 hours**
- If we have not found your baggage during this time you will be contacted by us for additional details about the baggage.
 - Computerized tracing will send inquiries to all relevant airports.

- 72-120 hours**
- The tracing efforts of the baggage will continue for 120 hours at the airport where the report was made.
 - During this period we will contact you when the baggage has been found or when we need your help to verify possible baggage-matches from the system.

- Over 120 hours**
- In the unlikely event we have not been able to locate your baggage within 120 hours, the central baggage tracing office will continue to trace your baggage.
 - You will be advised as soon as the baggage has been found.



For Internet Information about Baggage Tracing Status see:

www.flysas.com

-Help&Contacts

-Contact us

-Customer Relations

-Baggage tracing