

Anitha - Cholan Tours Pvt Ltd

From: Blue Ribbon Bags <brb@blueribbonbags.com>
Sent: 21 February 2023 16:36
To: anitha@cholantours.com
Subject: Blue Ribbon Bags - Your Service Confirmation



Dear **Concepcion FERRER GARRETA**,

Thank you very much for choosing the Baggage Delay and Loss Protection powered by Blue Ribbon Bags for your upcoming trip. Be assured, we will make this as simple as possible for you.

You are covered for your upcoming flight on Indigo, under confirmation number **INDAI19657080**. Please keep this confirmation number for your records as you will need it to report your mishandled bag to us if your baggage is not delivered.

What to do if your bag does not arrive:

If your bag does not accompany you to your flight's end-point destination you must report it to Indigo before reporting it to Blue Ribbon Bags. Undelivered bags must be reported to Blue Ribbon Bags within 24 hours of your flight landing. You may report the mishandled bag to us either by phone at **0008000502409** within India or **+1 888 BAGGAGE** from outside India, or online at indigo.blueribbonbags.com, 24 hours a day, 7 days week.

Please be sure to retain the baggage tracking information (file reference/locator number) Indigo provides you with when filing a lost baggage claim with them, as Blue Ribbon Bags will require this information to process your mishandled baggage report. Undelivered bags must be reported to Blue Ribbon Bags within 24 hours of your flight landing.

If you have any questions please do not hesitate to contact Blue Ribbon Bags by sending an email to info@BlueRibbonBags.com. We are here to help you 24 hours a day, 7 seven days a week. Travel safe and worry free!

Service Information

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|| Service Agreement Number: **INDAI19657080** ||
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Payouts are limited to 2 lost bags per person. Our tracking service will apply to all bags checked on to the airplane. Each fee is per person, not per bag.

Payments are sent in the event that BRB cannot facilitate the return of your lost luggage within 96 hours of your flight landing, per the terms and conditions of the Blue Ribbon Bags Service Agreement.

THE BLUE RIBBON BAGS SERVICE IS NON-REFUNDABLE OR TRANSFERABLE. NO REFUNDS OR CREDITS WILL BE ISSUED. IF YOUR FLIGHT IS CANCELLED AND A NEW FLIGHT IS BOOKED IN ITS PLACE, YOU MUST EITHER INFORM US OF THE CHANGE PRIOR TO YOUR NEW FLIGHT'S DEPARTURE OR PURCHASE A NEW SERVICE FOR YOUR NEW FLIGHT. ALL CHANGES MUST BE REPORTED TO BLUE RIBBON BAGS BY EMAILING US AT INFO@BLUERIBBONBAGS.COM, AND PLACING YOUR SERVICE AGREEMENT NUMBER IN THE SUBJECT LINE. YOU MUST LIST, IN THE BODY OF THE EMAIL, YOUR AIRLINE AND AIRLINE CONFIRMATION NUMBER, YOUR ORIGINAL FLIGHT NUMBER AND THE NEW FLIGHT NUMBER IS IT BEING CHANGED TO. IF THE AIRLINE IS CHANGING AS WELL, YOU MUST ALSO INFORM US OF THE NEW AIRLINE YOUR NEW FLIGHT IS ON.

Each purchase is subject to the terms and conditions of the Blue Ribbon Bags Service Agreement. Your Service Agreement is available online at www.blueribbonbags.com/ServiceAgreement.

Thank you very much for your business and safe travels.

Please do not reply to this email as this email address is not monitored. Any replies to this email will not be received or considered for any reason, with regard to any Mishandled Baggage Reports or anything else related to Blue Ribbon Bags. You are required to follow the instructions provided in your confirmation email or on our website in order to report a Mishandled Bag to Blue Ribbon Bags.

Information submissions of any kind in reply to this email, will not be received, and will not be considered valid submissions toward any new or existing Mishandled Baggage Reports or any information requests made by Blue Ribbon Bags.

Blue Ribbon Bags Customer Service Team

info@BlueRibbonBags.com

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