

Lees bij de volgende tekst eerst de vraag voordat je de tekst zelf raadpleegt.

Tekst 12

UNITED



Customer Property Claim Form

Please accept our sincere apologies for the inconvenience you have been caused by the delay of your checked property. To assist with your claim, please complete and return this form.

While our efforts to locate your property continue, it is of the utmost importance to promptly complete this claim form and return it to us as soon as possible. The most intensive phase of tracing is based on the information provided on this claim form. For domestic carriage, in the event you fail to return the information provided on this claim form within 45 days, no action shall lie against United Airlines. The claim form should be completed in its entirety with a detailed description of each individual item contained within the bag(s), or the items missing from the baggage, including signatures from all persons impacted. If your claim involves more than one bag, please itemize each bag and its contents separately. The accuracy of the information you provide enhances our ability to locate your property through our tracing efforts. Failure to include requested information may affect the processing of your claim.

In addition, please include the following items in addition to this signed form to assist in processing your claim:

- Customer copy of the flight ticket, or ticket receipt
- Original proof of purchase for items valued at \$100 USD or higher
- Baggage claim checks
- If applicable, proof that excess value was declared at check in
- For interim expense reimbursement, receipts are required for all items purchased
- European customers, please include bank name and address, account name and ABA/Chips number
- Clear copy of driver's license or other government issued photo ID for each person asserting a claim

Important: Please retain copies of all documents you send to us, for your records.

Notice of Baggage Liability Limits

For domestic travel between points within the United States (except for domestic portions of international journeys), United's liability for loss of, damage to, or delay in delivery of a passenger's checked baggage is limited to \$3,400 per ticketed passenger, unless a higher value is declared in advance. In accordance with 14 CFR Part 382, the above limit of liability does not apply for loss, damage or delay of wheelchairs or other assistive devices. Excess value may not be declared on certain types of articles. United assumes no liability for high value, fragile, or perishable items carried in connection with domestic travel. For a complete list of excluded items, see the terms in our Contract of Carriage at our website, united.com

For international travel to which the Montreal Convention applies, liability for loss, delay, or damage is limited to \$1575 per passenger for baggage, whether checked or unchecked.

For international travel to which the Warsaw Convention applies, liability for loss, delay, or damage to baggage is limited to \$20 per kilogram (approximately \$9.07 per pound), and \$400 per passenger for unchecked baggage.

united.com, 2014

Lees bij de volgende opgave eerst de vraag voordat je de bijbehorende tekst raadpleegt.

Tekst 12 Customer property claim form

In de tekst staat een maximumbedrag genoemd dat je terug kunt krijgen als United Airlines je bagage is kwijtgeraakt.

- 2p 41 In welke **twee** gevallen kun je **meer** uitbetaald krijgen dan het maximumbedrag?
Geef antwoord in het Nederlands.

Bronvermelding

Een opsomming van de in dit examen gebruikte bronnen, zoals teksten en afbeeldingen, is te vinden in het bij dit examen behorende correctievoorschrift, dat na afloop van het examen wordt gepubliceerd.