

FLY  
ME  
360



## PREMIUM-ME

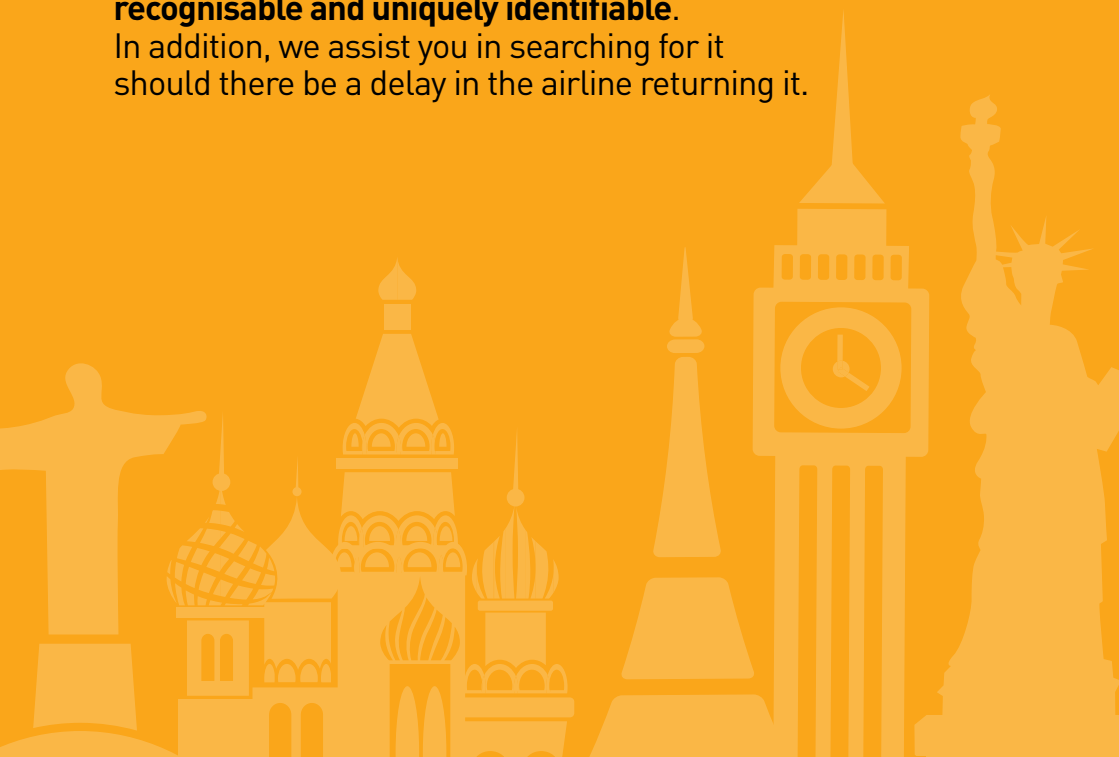
A COMPLETE PACKAGE  
OF SERVICES FOR YOUR  
LUGGAGE SECURITY.

Our company was founded in 1984 thanks to an innovative idea conceived by Giuseppe Speranza, the founding father of SI.BA. Since then, the experience we have gained has given our company the expertise needed to become an industry leader when it comes to the quality, reliability and punctuality of our service, designed to respond to travellers' primary needs.

Over the years, this experience has led us to expand our range, introducing new and more modern services, making the most of technology and using better quality materials.

**FLYME 360® is an innovative service package offered by FLYME® by SI.BA.sas. We wrap your luggage, protecting it and making it recognisable and uniquely identifiable.**

In addition, we assist you in searching for it should there be a delay in the airline returning it.



# GENERAL TERMS AND CONDITIONS OF THE FLYME 360 PREMIUM-ME PACKAGE.

By purchasing the service, the Customer demonstrates his/her willingness to adhere to this contract, having read and accepted its contents. A copy of this contract is displayed at every FLYME®POINT and is available on the website at [www.fly-me.it](http://www.fly-me.it).

## DEFINITIONS

**Coverage:** The total or partial damage suffered by the luggage during the flight, or its loss.

**Damage:** Total or partial breakage of the luggage protected with FLYME®Stretch, with the exception of wheels, removable handles and any other part of the luggage not protected by the FLYME®Stretch wrapping.

**Loss:** Permanent loss of the luggage.

**Luggage:** Suitcases, holdalls, backpacks, boxes, cases, or any other container in FLYME®Stretch wrapping.

**Customer:** The person purchasing the FLYME®Stretch protective wrapping for his/her luggage.

**Search:** Support for the Customer in searching for lost luggage. SI.BA.sas assumes no responsibility with regard to the process of locating the luggage, which remains under the internal jurisdiction of the airline.

## 1. ROUND TRIP WARRANTY:

**1.1 This warranty** is valid for luggage to which the FLYME®TAG label has been applied, and which is embarked on outbound and return flights as specified in point 7.

Return trip means a flight with the same destination as the airport where this package was purchased.

Removing the FLYME®TAG label invalidates the warranty.

The warranty for damage to luggage embarked on the return flight is limited to a maximum of €100.00.

### 1.2 Activation of the round trip warranty

The warranty for the outbound trip is certified by the issuance of a sales

receipt. The warranty for the return trip is subject to the Customer sending an email (to be sent before boarding) to [assistance@fly-me.it](mailto:assistance@fly-me.it), attaching the sales receipt for the purchase of the FLYME®360 PREMIUM-ME package, along with the boarding card for the return flight.

### **1.3 Change of date**

In the event that the date of the previously declared return flight changes, the passenger must activate the warranty by contacting SI.BA.sas at the email address [assistance@fly-me.it](mailto:assistance@fly-me.it), as set out in point 1.2. This email must be sent before the insured luggage is placed on board.

### **1.4 Warranty exclusions**

Failure to indicate the date of the return trip as described in point 1.2 or failure to notify the company of the change of date in advance as described in point 1.3 will result in the warranty not being activated, and therefore being invalid for the journey in question.

## **2. INSTRUCTIONS TO BE FOLLOWED IN THE EVENT OF DAMAGE**

**2.1 Upon arrival at the destination airport**, the Customer, after collecting his/her luggage, must check it carefully for any damage. If necessary, he/she can remove the protective film from the damaged area, making sure to photograph the luggage with part of the protective film. The damage to the luggage must be reported to the airport's Lost & Found office before leaving the luggage collection area. Any damage discovered later and not accompanied by a standard PIR (Property Irregularity Report) will not be covered by this warranty.

### **2.2 Time limit for reporting the damage**

The Customer is required to inform SI.BA.sas of the damage by emailing [assistance@fly-me.it](mailto:assistance@fly-me.it) no later than 7 days after arriving at the destination airport, at which point the case will be opened. Failure to do so will result in the Customer losing his/her guaranteed right to compensation.

### **2.3 Documentation**

With the exception of the requirement set out in point 2.2, the Customer must provide the following documentation within a period of 6 (six) months after the case is opened:

A) first name, surname, postal address, telephone number, email address;

- B) copy of a valid identity document;
- C) authorisation to handle his/her personal information, given by adding the following declaration (which must be signed) to the report: "I authorise SI.BA.sas to handle my personal information in order to assess liquidated damages";
- D) Flyme®Code identification code;
- E) sales receipt showing the purchase of the Flyme®360 PREMIUM-ME package;
- F) boarding cards for each flight on which the luggage protected by Flyme®360 PREMIUM-ME travelled;
- G) Property Irregularity Report (PIR) filled out at the destination airport's Lost & Found office;
- H) claim letter sent to the airline containing the request for compensation;
- I) the airline's letter of reply to the claim, containing the offer to provide a refund or replace the luggage;
- J) declaration of payment signed by the passenger in favour of the airline, indicating the amount of money or other benefits supplied by the latter;
- K) copy of the bank transfer or cheque issued by the airline as compensation;
- L) bill for the repair of the damaged luggage (as an alternative to point 2.3, sub-section M);
- M) as an alternative to point 2.3, sub-section L, a declaration that the damaged goods protected with Flyme®360 are beyond repair, written on the letterhead of a dealer or specialist in the sector, and containing the following information: 1) the estimated cost of the damage in euros, 2) the make and model of the damaged goods, 3) the size of the luggage. It is understood that SI.BA.sas reserves the right to request additional information that allows for the precise identification of the goods protected with FLYME®Stretch, in order to assess the damaged goods.
- N) photographic evidence of the luggage protected by FLYME®Stretch, where the Flyme®Sticker can be seen along with the identification number and the damage caused to the luggage.
- O) receipts or proof of purchase for the goods contained in luggage that has been permanently lost.

Failure to comply with these obligations entails the loss of the right to compensation.

**2.4 SI.BA.sas reserves the right**, where necessary, **to inspect the damaged luggage** in order to assess the damage and whether it can be repaired; to this end, the company may ask the Customer to bring the luggage to the closest FLYME®POINT, or to mail it with the shipping fees charged to the recipient. For this reason, the Customer must retain the damaged luggage until the claim is settled.

### **3. INSTRUCTIONS TO BE FOLLOWED IN CASE OF LOSS OF LUGGAGE**

**3.1 Upon arrival at the destination airport**, if the Customer's luggage is not delivered, it is his/her responsibility to report the incident to the airport's Lost & Found office before leaving the luggage collection area. At this stage, the passenger must specify that the luggage is wrapped in blue plastic to which the Flyme®Sticker bearing the assigned number is affixed. He/she must also provide the FLYME CODE so that it is included in the PIR (this procedure may allow for the luggage to be located even if the airline's label has been accidentally removed). After reporting the incident, the passenger will be issued with the Property Irregularity Report (PIR) containing the File Reference code (e.g. FCOAZ21159).

#### **3.2 Time limit for reporting the loss of luggage**

The Customer is required to inform SI.BA.sas of lost luggage by emailing [assistance@fly-me.it](mailto:assistance@fly-me.it) no later than 72 hours after the Property Irregularity Report (PIR) has been issued, attaching a copy of said report. Failure to do so will result in the Customer losing his/her guaranteed right to compensation. Once this message is sent, the case will be opened and the search for the luggage will begin.

#### **3.3 Documentation**

With the exception of the requirement set out in point 3.2, within a period of 6 (six) months after the case is opened, the Customer must provide the documentation indicated in point 2.3, except for the documents mentioned in point 2.3, sub-sections L), M), and N). Failure to comply with these obligations entails the loss of the right to compensation.

#### **4. OPENING THE CASE**

Upon being notified of the damage to or loss of the luggage by the Customer, SI.BA.sas, via TEAM FLYME 360, will contact the Customer by sending an email to the address that he/she has provided, notifying him/her that a case has been opened and assigning it a code. This code should be mentioned in all subsequent communication from the Customer regarding the case in question. Any subsequent communication in which the aforementioned code is not specified will not be attributed to the case.

#### **5. CLOSING THE CASE**

180 days after the case is opened as set out in point 4, if the Customer has failed to deliver the requested documents, the case will be closed without notifying the Customer, and SI.BA.sas will be under no obligation to pay any compensation. From that moment on, the case will be archived. Any delay in sending the documents due to factors beyond the Customer's control, where this can be duly proven, must be communicated as soon as possible to SI.BA.sas, which reserves the right to assess these factors. This will have the effect of postponing the closure of the case for the time needed to provide the documents.

#### **6. COMPENSATION**

**6.1 Compensation is paid by SI.BA.sas** as secondary insurance coverage to supplement the compensation paid out by the airline responsible for the damage/loss of the luggage entrusted to it for transportation, within the limits set out in this contract in point 6.2, and up to the maximum amount declared by the passenger. The amount that can be paid out is calculated by SI.BA.sas based on the documentation provided by the Customer, with reference to the commercial value of the damaged goods at the time of the incident.

##### **6.2 Limit of liability**

The compensation paid by SI.BA.sas is expected to be within the following limits:

- a) damage warranty €1,000.00
- b) permanent loss warranty €3,000.00

In any case, the amount paid by SI.BA.sas cannot be higher than the compensation paid by the airline.

### **6.3 Compensation limit**

In the event that the passenger, having declared the total value of the goods contained in the permanently lost luggage, or, in the case of damage, the total value of the damaged luggage, accepts an offer from the airline which equates to less than 50% of the value declared, SI.BA.sas undertakes to pay an amount equal to the same percentage paid by the airline of the total amount accepted by the passenger, and not the previously declared value.

## **7. VALIDITY OF WARRANTY**

The FLYME 360®PREMIUM-ME warranty is valid from the moment in which the luggage is entrusted to the airline by means of completing the check-in procedure at the departure airport, and until the luggage is collected by the Customer at the destination airport.

In the case of stopovers where the Customer takes his/her luggage back, the warranty is extended to the next leg of the journey only if the length of the stopover is less than 6 hours, defined as the time from the arrival of the previous flight to the departure of the following one.

In the case of a stopover of more than 6 hours, in order to extend the warranty to the next leg of the journey the Customer must provide evidence (in the form of a photograph of the wrapped luggage with the new barcode applied by the airline at check-in, proof of drop-off or other suitable document) that the luggage has been loaded onto the following flight with the FLYME®Stretch protection still intact. In this case, SI.BA.sas reserves the right to evaluate the compensation that may be paid for any damage caused on the basis of the documents provided by the Customer.

In any case, the warranty is void if the luggage's protective wrapping is totally or partially removed.

The warranty for the return flight, as indicated in point 1, is valid even if the FLYME®Stretch protective wrapping is no longer present.









## **8. EXCLUSIONS:**

The following are not covered by the warranty:

- the internal contents of the luggage protected with FLYME®360, except in the case of permanent loss;
- claims reported to SI.BA.sas outside of the time limits set out in points 2.2 and 3.2;
- claims for which the documentation required is not provided within the time limits specified in points 2.3 and 3.3;
- scratches and/or any damage to the internal sections of the protected luggage or its contents;
- expenses incurred in order to purchase basic necessities due to the loss of luggage;
- damage reported to SI.BA.sas which has not been indemnified by the airline;
- damage indemnified by the airline for the total commercial value of the luggage or the value declared by the passenger;
- damage which has been repaired by the airline, or for which the airline has replaced the luggage;
- the following are also excluded from the warranty set out in this contract: hand luggage, luggage that is not declared and/or delivered to the airline, and luggage confiscated or retained by Customs or other government authorities.

**FLYME 360®** allows you to choose the service you need: **DEFEND-ME, TRACK-ME e PREMIUM-ME.**

		FLYME@360 DEFEND-ME	FLYME@360 TRACK-ME	FLYME@360 PREMIUM-ME
	PROTECTIVE WRAPPING	✓	✓	✓
	FLYME@STICKER: FOR AN EASY IDENTIFICATION OF THE BAGGAGE	✓	✓	✓
	REIMBURSEMENT UP TO 1000 € IN CASE OF DAMAGE	✓	✓	✓
	ASSISTED RESEARCH IN CASE OF DELAYED BAGGAGE DELIVERY	✗	✓	✓
	REIMBURSEMENT UP TO 3000 € IN CASE OF LOSS	✗	✓	✓
	DOUBLE GUARANTEE FOR ROUND TRIP FLIGHTS	✗	✗	✓