

United airlines baggage damage report

I'm not robot!

2019 AQR Report Card

The AQR Report Card includes airline rankings from the current AQR report and previous years.

AA - American Airlines

Rank	Year																					
	2018	'17	'16	'15	'14	'13	'12	'11	'10	'09	'08	'07	'06	'05	'04	'03	'02	'01	'00	'99	'98	'97
1	DL	AS	AS	VX	VX	VX	VX	FL	FL	HA	HA	FL	HA	B6	B6	B6	US	AS	DL	WN	US	DL
2	B6	DL	DL	B6	HA	B6	B6	HA	HA	FL	FL	B6	B6	FL	FL	AS	AS	US	AS	CO	CO	CO
3	WN	B6	VX	DL	DL	HA	FL	B6	B6	B6	B6	WN	FL	DH	WN	WN	WN	NW	WN	DL	AA	US
4	AS	HA	B6	HA	B6	DL	DL	F9	AS	NW	NW	NW	F9	WN	UA	HP	HP	WN	US	NW	DL	WN
5	HA	WN	HA	AS	AS	AS	HA	AS	WN	WN	AS	F9	NW	UA	AS	US	CO	DL	NW	AS	WN	AA
6	UA	OO	WN	WN	WN	9E	AS	DL	US	CO	WN	CO	WN	HP	HP	NW	AA	AA	AA	US	HP	HP
7	NK	VX	OO	OO	AA	US	F9	WN	DL	F9	F9	AS	CO	NW	NW	CO	DL	HP	CO	AA	TW	TW
8	AA	UA	UA	UA	F9	WN	WN	US	CO	US	CO	UA	UA	CO	AA	FL	UA	CO	UA	HP	AS	NW



When I retired, I planned to do a lot of travel, so bought a really nice 3 piece set of Samsonite luggage. It has gotten a bit scuffed in my travels, which I expect. I'm 66 years old, and have never experienced significant damage to luggage and have never felt a need to read damaged luggage policies. Recently, I went to New Zealand and Australia for over a month... numerous flights and hotels. On the last leg, I arrived at Boston via United. Since I had to catch a bus right off, I grabbed my bag and ran out to the bus stop area. As soon as I got there, I noticed a puncture gash over an inch long that stabbed right through to the inside of the suitcase. It was after midnight, and another older woman was to pick me up at the bus station in NH. I also knew I would be facing a snow storm. When I got home the next day, I went onto the United website to see how to make a damaged luggage claim. Basically, to even be considered, I would have had to have gone straight to the baggage claim office before leaving the airport. Since I live 2 hours from the airport and the United policy was so extreme, I decided that I wouldn't pursue a claim. If you read it, you will see what I mean. In my heart of hearts, I know for a fact that my suitcase was damaged by United for that flight. I have vowed to not fly United again, unless I have no other alternatives. I suggest that all flight travelers read airline baggage damage policies. It could be that they are all the same, but in 50+ years of extensive domestic and international travel, I have never had damage more than a scuff or scrape or minor dent. The policy was so limited and even sounded nasty. Seriously, how often could a passenger take the time to find the right office to fill out a claim form without having to rush off to make a flight connection, or catch a bus or ride? And, then I wonder what percentage of claim forms ever end up giving customers reimbursement. Someday, I will waste more time and aggravation to research damaged baggage policies of other airlines. In the meantime, I suggest that all flight travelers look into this. Signing up for credit cards through partner links earns us a commission. Terms apply to the offers listed on this page. Here's our full advertising policy: How we make money. It's understandable if you're unfamiliar with those nitty-gritty policies of an airline other than the one with which you most often bestow your patronage. But sometimes you need the cheapest flight listed in a Google Flights search — and that may mean flying an airline you can't recall the last time you flew. For me, that airline-less-traveled is United Airlines. I gave myself a refresher and thought it a public service to provide you with one, as well. A prepared traveler will at least do some hasty research to refresh your memory as you pack your bags. How much can your bag weigh? How much are the baggage fees? United Airlines baggage policies are like most airlines but with some important exceptions. We'll break it down below to answer all your questions. Keep in mind that the best United Airlines credit cards will usually waive checked baggage fees for you and a companion. (Photo by Day of Victory Studio/Shutterstock) United baggage policies Carry on bags If you're a savvy packer, you may not be planning to check a bag. United allows each traveler to carry on one bag and one personal item. To ensure space for all passengers, the following bag restrictions apply: Carry-on bag: must fit in the overhead and not exceed 9 inches x 14 inches x 22 inches Personal item: must fit under the seat in front of you and not exceed 9 inches, 10 inches x 17 inches The exception to the one bag and one personal item is if you're traveling within the U.S. on a Basic Economy ticket, which limits you to only one personal item. If you arrive at the gate with a carry-on bag, United will check the bag for the applicable checked bag price plus an additional \$25 gate handling charge. The below exceptions to the exception allow you to have a carry-on bag: Your Basic Economy ticketed flight crosses the Atlantic You're a MileagePlus Premier member or Star Alliance Gold member You're a companion of a MileagePlus Premier member You hold a qualifying United credit card Some items that don't count towards your carry-on allowance include diaper bags, camera bags, or assistive devices such as wheelchairs or crutches. See the full list here. While United still allows pets, cats and dogs specifically, to fly, they must be able to fit and remain in their travel carrier that fits under the seat in front of you. Though a pet carrier doesn't take away your carry-on bag allowance, you will pay a \$125 fee each way and an additional \$125 if your layover exceeds four hours. United no longer recognizes emotional support animals as service animals due to the Department of Transportation amending the rules on animals allowed in an airplane's cabin. Checked bags Though it's always a bit of a gamble that your checked bag won't be delayed or lost, checked bags provide the extra space when you've failed to pack light or you're simply taking a lengthy vacation. For standard United coach flights, including Premium Economy, a checked bag has a maximum weight of 50 pounds per bag. Some exceptions increase the maximum weight to 70 pounds per bag if you have these Mileage plus statuses or tickets: Premier Silver Premier Gold Premier Platinum Premier 1K Star Alliance Business class ticket First class ticket United Polaris business class ticket The maximum size for any checked bag, regardless of ticket or membership, is 62 inches if you add together the length, width, and height of your bag. Checked baggage fees United doesn't provide the typical chart with baggage fees and instead uses different variables to determine how much your checked bag will cost. They recommend using their calculating tool before your trip (at least 24 hours) to be prepared at the airport. For most domestic coach flights, if you choose to pre-purchase your checked bags at least 24 hours before departure, you'll likely pay \$30 for one checked bag and \$40 for a second. Prepaying is recommended if you'd like some savings as United ups the price \$5 per bag if you wait to pay at the airport. If you already have a United flight booked, the applicable baggage fees will be listed at the bottom of your reservation once you log into your United MileagePlus account online. Some travelers have no baggage fees based upon their tickets or membership status: Premium economy ticket Business class ticket First class ticket Baggage subscription holders MileagePlus Premier members and companions (MileagePlus Premier members and companions receive free checked bags based on these requirements) Economy flights to Europe, the Middle East or India receive the first bag free, and the second bag is \$100, even if prepaid. Basic economy tickets pay a \$70 bag fee for the first and \$100 for the second. U.S. flights to Mexico pay \$35 for their first bag and \$60 for their second. If prepaid, United will shave off \$5, making the fees \$30 and \$55, respectively. Excess baggage fees If you suspect that your bag is overweight or plan to check more than two bags, you won't be allowed to prepay for your bags. You'll incur excess baggage fees or the airline could refuse to accept them if your bag applies to one of these three categories: An oversized bag that measures more than 115 inches if length, width, and height are added together A bag that weighs more than 100 pounds More than two bags United charges per category, meaning if your bag is oversized and overweight, you'll be charged an extra fee for both. Musical instruments and assistive devices don't fall into any of the above categories, though musical instruments are capped at 165 pounds. If you have more than two checked bags per passenger, it's a gamble as United says they'll only accept extra bags if there is room on the airplane. Some destinations do not allow any oversized, overweight or extra bags, so it's a good idea to check your ticket or United's baggage calculator before your trip. How to avoid baggage fees After all that spiel about baggage fees, there's no reason you should have to pay for them at all! If you have the right credit card, you can avoid checked baggage fees altogether. If you're a regular United customer, the United Explorer card is a good option for you. Though the annual fee is \$95, you could easily recoup that money in baggage fees. Once you use the card to pay for your flights, you'll receive a free checked bag for yourself and a companion. This perk also applies to award flights purchased with points and you pay for the taxes and fees with the card. Bottom line Using

United's baggage calculator, travelers determine the baggage fees they'll incur. While these items are quick and easy to pay for a checked bag with the right credit card or simply pack a carry-on bag.Editorial Note: We're the Million Mile Secrets team. We're proud of our content, opinions and analysis, and of our reader's comments. These haven't been reviewed, approved or endorsed by any of the airlines, hotels, or credit card issuers which we often write about. And that's just how we like it! :) Airlines say they are improving so they don't lose baggage, in part thanks to new tracking technologies. But millions of bags are still lost every year. Isn't that enough then? It's a terrible feeling – waiting for your bag on the airport conveyor belt when everyone has already collected theirs. And your suitcase is not showing up. A frustrating experience for millions of passengers, but why does this happen? – Missing or delayed baggage If your baggage does not arrive at its destination, report it to United Airlines baggage agents in the claims area / desk before leaving the airport so that your carrier can obtain the relevant information to locate your baggage. Lost, damaged or delayed property must be reported to United Airlines® within 24 hours and a written claim made within 45 days giving a full description and value of the missing property. If your baggage has been misplaced, United makes all reasonable efforts to return your checked baggage within 24 hours to the United States. If you do not receive your baggage after three days, a baggage tracking / complaint form should be sent to you to file a written complaint. – Interim purchases If you need to make provisional purchases, please ask a baggage representative for directions. If you are still traveling away from home, United may consider a refund of up to 50% of the essentials purchased, taking into account your ability to use the new items in the future. Claim compensation from United Airlines If your bag has been located and returned to you and you wish to request reimbursement of related expenses, or your bag has been missing for more than 3 days and you wish to file a claim, please send your request in writing to Central Baggage Services Office at the address below. They are responsible for reimbursement decisions in connection with delayed and lost baggage. Please include a copy of your ticket receipt, any claim checks, a copy of your delayed baggage report, and any itemized purchase receipts pertinent to your claim. If filing for a missing bag, please forward these items with your Baggage Tracing/claim form within the 45-day required time frame to the following address: United Airlines, Central Baggage Services - HDQLZ, P.O. Box 66140 Chicago, IL 60666-0140 Damage claims Damage must be reported and resolved by the United Baggage Services office where the damage was discovered. If this is not possible, please direct your report and complaint to the airport staff at the location nearest to you within 24 hours. The airline needs a copy of your ticket and the claim check and will perform a visual inspection for any damage. Limits of liability United Airlines' domestic liability in cases of loss, damaged, or delayed baggage is limited to a maximum of \$2,800 US dollars per ticketed passenger, unless the passenger elected to declare and pay for “excess valuation” at check-in. United's international liability is \$9.07 USD per pound, up to 70 pounds per bag, or a total of approximately \$635 USD per checked item, not to exceed two bags per ticketed passenger. United is not liable for damage to fragile items, spoilage of perishables, loss/damage/delay of money, jewelry, cameras, electronic/video/photographic equipment, computer equipment, heirlooms, antiques, artwork, silverware, precious metals, negotiable papers/securities, commercial effects, valuable papers, or other irreplaceable items and/or any item where a liability release was signed by the passenger. Baggage Services/Lost & Found To file a complaint, to file a complaint, you can do it online, or by phone by calling 800.2216.903 Babages lost: compensation is variable If your baggage is lost or damaged, address the airline, without delay in the first case, and within seven days of discovery of the damage in the second, a written complaint. For the rest, the amount of your compensation depends on your situation ... Your flight depends on the Montreal or Warsaw convention. These two conventions set the rules for compensation in the event of bodily injury, flight delay and loss of baggage during an international flight. To find out which convention your trip is subject to, just check it on your plane ticket. According to these two conventions, the airline is responsible for your baggage from check-in to return. In return, your compensation is limited to 26 euros per kilo of checked baggage, if your flight is subject to the Warsaw Convention, or 1640 euros, if it is subject to that of Montreal. Lost or damaged baggage: can United refuse the reimbursement package? You have the right to refuse the reimbursement package and to claim an amount calculated on your actual damage if you can prove that the company committed an “inexcusable” fault (eg: your baggage was left unattended at the airport after their registration). In general, the courts judge these requests favorably. First, send an out-of-court complaint to the company. If this fails, go to court. These provisions only apply to your baggage transported in the hold of the aircraft. You are responsible for the baggage that you keep in the cabin, unless the damage occurs during the flight (fall from the baggage compartment for example) or, again, if the company has committed an inexcusable fault. In this case, the compensation is capped at 480\$ if your flight falls under the Warsaw Convention or € 1600 if the Montreal Convention applies.