

What To Do When Luggage Is Lost?

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If you lose your baggage while flying with Uzbekistan Airways, you can always contact the “Lost and Found” baggage search department of the airport where you arrived on the day of the loss and submit an application. Your luggage will be searched for by airport staff within 21 days from the date of applying.

You can get information about the search process carried out by the Baggage Search Group of Tashkent Airport by calling the following phone number: +998 78 140 29 14

If your luggage is not found within the specified time, it is considered lost. In this case, you can file a claim for damages. Claims for breach of contract of carriage are accepted here:

1. JSC Uzbekistan Airways’ representative office telephone numbers and e-mail addresses are available via a QR code:

<https://www.uzairways.com/ru/predstavitelstva-za-rubezhom>

2. JSC Uzbekistan Airways Head Office:

100060, Tashkent city, Amir Temur prospect, 41

3. Email address: claim@uzairways.com

JSC Uzbekistan Airways ought to consider the claim and inform the passenger about the decision within 3 months from the date of submission of the claim. If your luggage is lost during flights operated by two or more airlines, your claim will be considered and notified to you within 6 months.