

Customer Service Department

PO Box 11451

Swords

Co Dublin

Ireland

Fax +353 1 812 1676

COMPLAIN: Collection of hand luggage

1. Information:

- **Seuence Number:** JCDPPT
- **Airport:** Girona (Barcelona)
- **Flight N°:**FR 5473
- **Destination:** Girona→Madrid
- **Date:** 22/jun/2010
- **Time:** 14:40h
- **Passenger:**
 - i. **Name:**
 - ii. **Email:**
 - iii. **Tf:**

2. Event description:

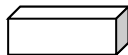
The Ryanair staff does not believe hand luggage, a suitcase computer. The receiver Ryanair has the highest vertical side and the bag does not fit because the handle does not go down completely because the mechanism. The mechanism should be jammed.



The suitcase does not provide appropriate measures and Ryanair invoiced me the hand luggage.

The loop does not affect measures of the bag (suitcase computer).

If the Rynair drawer reference was horizontal, the case would the measures.



The flight was delayed by 50 minutes. I am the last passenger to board and staff does not want to waste time looking for a passenger :

- I boarding at 13:00 h instead of at 14: 10 provided, as you can be seen on the receipt of payment.
- The same suitcase on the outbound flight did not give problems (Flight FR5473, date :21-Jun-2010, time 8:20, Destination: Madrid-> Girona)
- The incidence with the mechanism is due to improper handling of luggage during the flight to reach the destination: In Madrid the suitcase handle goes down correctly, but now low rises.

3. I request reimbursement of this charge improper

Thank you very much