Luggage Damage Assessment Report

Prepared for claim submission · Independent assessment

> This is a sample report. It shows the structure, level of detail and presentation of a Baggage Repairs assessment. All names, references and findings shown are illustrative only and do not relate to a real claim.

CLAIM, CLAIMANT & ITEM DETAILS

Report reference	**BR-SAMPLE-0000**	Claim reference	**LHR-XX-00000**
Claimant	**John Doe**	Date of assessment	**14 August 2026**
Email	**john.doe@example.com**	Photographs reviewed	**3**
Brand	**Samsonite**	Model	**Lite-Shock Spinner 75cm**

REPORTED ISSUE

The case was checked into the hold in good condition and collected at the destination carousel visibly damaged. The rear right wheel housing had sheared away, the wheel was missing, and the telescopic handle would not retract. A Property Irregularity Report was raised before leaving the terminal.

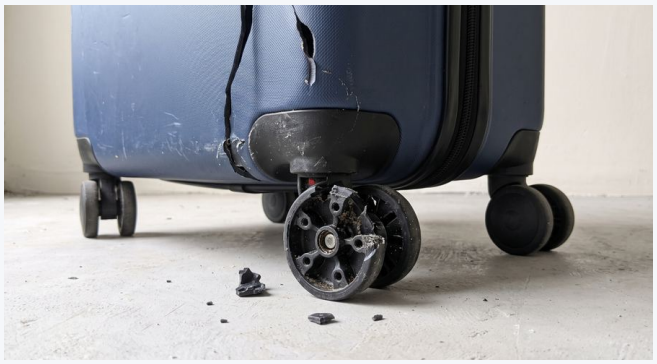
ASSESSOR'S FINDINGS

The rear right wheel and housing assembly has sheared cleanly from its axle mount, and the housing itself is cracked and visibly deformed outward, consistent with a sharp, high-energy impact rather than gradual wear. The telescopic handle's inner tube is bent along its lower third and no longer retracts or locks in the extended position. A through-thickness fracture approximately 90mm in length runs from the damaged wheel housing into the lower shell panel, following the moulded seam.

Repairing the wheel housing in isolation would not restore the case to a serviceable condition while the handle remains jammed and the shell fracture remains open, and a polypropylene shell of this construction cannot be re-bonded at a load-bearing seam without a material loss of impact resistance. Taken together, the extent and combination of the damage make repair impractical relative to the value of a comparable replacement case of this make and age. We recommend the item be treated as beyond economical repair.

PHOTOGRAPHIC EVIDENCE REVIEWED

SAMPLE



RECOMMENDATION

Beyond economical repair

SAMPLE