



Luggage/Purse Repair and Replacement Policy for Contractual Reissue Luggage Pieces

United Airlines Flight Attendant Luggage Program

Updated: January 2017

Contractual reissue luggage pieces shall be replaced, when necessary due to normal wear and tear at no cost to the flight attendant in accordance with Section 25.D. of the flight attendant agreement. Replacement does not automatically occur over a set period of time, but rather luggage pieces will be replaced when necessary due to normal wear and tear.

In the administration of the replacement requirement set forth in the contract, the Company will apply the following Administrative Policy to assess items prior to replacement.

Travelpro provides a three-year limited commercial use warranty against defects in materials and workmanship for Travelpro item(s) in the United Flight Attendant Luggage Program. The warranty does not cover wear or damages caused by abuse, mishandling, accidental damage or careless use. (* A copy of the TravelPro warranty is attached to this policy for reference)

- In order to utilize the Travelpro warranty an assessment must be made prior to requesting a replacement or submitting an item to TravelPro for repair or replacement under the commercial use warranty.
- The repair assessment conducted by a uniform coordinator or Inflight management representative is required. If the uniform coordinator or Inflight management representative is unable to determine extent of repair then determination for replacement shall be determined by TravelPro or an authorized TravelPro repair vendor.
- The repair assessment may occur within or outside of the current TravelPro warranty period of 3 years and the repair reimbursement should not exceed \$40.00.
- When it is determined that bag repair costs will exceed \$40.00 the bag shall be replaced.
- A determination that replacement is required can be made by one of the following:
 - Designated Inflight management representative
 - Uniform coordinator
 - Luggage vendor
 - TravelPro customer Service representative
- If it is determined that the bag is in need of replacement, based upon an assessment then a new replacement will be ordered by the base uniform coordinator from Travelpro.

Below is a guide that will answer your questions regarding the Travelpro warranty: Repairs

usually covered under the warranty include:

- 1.) Component comes loose or is broken
- 2.) Zipper tabs pull off
- 3.) Stitching loose (threads show no sign of wear)
- 4.) Component parts or accessories missing at time of purchase
- 5.) Component part is malfunctioning (i.e. wheels, pull handle, carry handle)



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Repairs usually not covered under warranty include:

- 1.) Tears, rips, wear in fabric, corners or component parts
- 2.) Damage, abrasion or wear to zipper teeth or zipper tape
- 3.) Damage to frame, structure, or component parts
- 4.) Lost or stolen component parts or accessories
- 5.) Worn component parts (i.e., wheels, corner guards, skid guards)

If you have a problem:

- a) During first 60 days of ownership
 - i) Contact a Travelpro Customer Service Representative (CSR) at 1-800-741-7471.
 - ii) Inform the Travelpro CSR that you are a UAL Flight Attendant with a new piece of Company issued luggage and identify the defect.
 - iii) The CSR will issue a Travelpro RMA (return of merchandise authorization) # (unique to the UAL program & your file no.) and will also email you a pre-paid UPS return label.
 - iv) If you require a "loaner" bag, Travelpro will ship a "loaner" to you while your bag is being reviewed.
 - A credit card number will be taken as a deposit. (If you do not have a credit card, discuss other options available to you with your Travelpro Customer Service Representative or your Base Uniform Coordinator)
 - You can use the box in which your loaner bag was shipped to you, to send your issued bag needing repair to Travelpro. If you do not have a box, you can obtain one from a repair center or use a comparable shipping box. Expense for shipping box may be submitted for reimbursement with original receipt with prior approval by a designated member of Inflight management, or a base uniform coordinator.
 - Affix the pre-paid UPS return label to the box, & take it to a UPS shipping location.
 - Upon receipt at Travelpro, your bag will be reviewed.
 - (a) If the bag has a manufacturers defect, the bag will be repaired or replaced and returned to you along with a second prepaid UPS return label (to return the loaner).
 - (b) If the loaner is not returned to Travelpro within 30 days, your credit card will be charged \$100.00.
 - If the defect is not covered under warranty, Travelpro will advise you by contacting you directly of the next steps in repairing or replacing your luggage.
- b) After 60 days of ownership
 - i) Take luggage item to an authorized Travelpro Repair facility. To locate an authorized Travelpro repair center, visit <http://www.travelpro.com> or contact Travelpro customer service at 1-800-741-7471.
 - ii) The Travelpro repair center will determine whether or not a repair is covered under the Travelpro warranty. Please note:
 - If an item needs repair and the repair(s) is covered under the Travelpro warranty, the charges will be paid by Travelpro directly to the repair center.
 - If an item needs repair(s) and is not covered under the Travelpro warranty, request an estimate for the repair costs and provided it to the base uniform coordinator or



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designated member of Inflight management who will authorize the repair or replacement of the piece.

- As needed, an assessment for replacement can occur at any time and a replacement approved if it is determined that the cost of repairing the piece will exceed \$40.00.
- For luggage needing repairs, you are responsible for authorizing the repair center to complete the repair(s), paying for those repair(s) and following United Guidelines for reimbursement of the repair cost up to the amount approved by United.
- If the bag is sent to Travelpro or an authorized repair center, then the shipping cost is initially paid by the flight attendant but may be reimbursed up to a maximum amount of \$50 or equal to UAL Domestic FedEx shipping rate. Shipping amounts in excess of \$50 must be authorized by your local Uniform Coordinator or designated member of Inflight management prior to shipping to be reimbursed. Shipping from an international base must be coordinated through the local Uniform Coordinator who will arrange shipping accordingly.

2. Loaner Suitcases

If the flight attendant does not obtain a loaner suitcase from Travelpro, then the Uniform Coordinator will issue the flight attendant a loaner suitcase to use while the bag is being reviewed by Travelpro or an authorized repair center for repair or replacement. If no loaner bags are available at the base location then the Uniform Coordinator will contact Victoria Joseph (Victoria.joseph@united.com) for resolution. The flight attendant shall return the loaner bag upon receipt of the repaired or replacement bag. Shipping from an international location must be coordinated through the local Uniform Coordinator who will arrange shipping accordingly.

Purse Repair / Replacement Process

- Prior to replacing a purse an assessment as to whether the purse is in need of repair due to normal wear and tear or needs replacement based upon normal wear and tear is required. The repair assessment may occur within or outside of the current TravelPro warranty period of 3 years and the repair reimbursement should not exceed \$40.00.
- When it is determined that bag repair costs will exceed \$40.00 the purse shall be replaced.
- A determination that replacement is required can be made by one of the following:
 - Designated Inflight management representative
 - Uniform coordinator
 - Luggage vendor
 - TravelPro customer Service representative
- If it is determined that the bag is in need of replacement, based upon an assessment then a new replacement will be ordered by the base uniform coordinator from TravelPro.

Expense Reimbursement Request

- Flight attendants will complete an expense report and attach the receipt for reimbursement of luggage repair or shipping costs.

The flight attendant will then submit the completed expense report to a member of Inflight



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management for approval. Flight attendants are required to submit the completed report within 60 days of the incurred expense. A member of Inflight management will legibly sign the expense report and send it to WHQSW-Administrative Coordinator, Uniforms, who will submit it for approval and then forward to Accounts Payable for reimbursement.

*Travelpro, 3-Year Commercial Use Warranty

This Travelpro Luggage Collection gives you total confidence and is supported by a comprehensive warranty against defects in materials and workmanship.

In the unlikely event that a problem occurs with your luggage as a result of a defect in materials or workmanship, we will repair your bag (or replace it, if repair is not possible) at our expense. Simply contact Customer Service at 1-800-741-7471 to locate the nearest repair facility. Then send your luggage, freight prepaid, to the repair facility along with a copy of your proof of purchase.

The Travelpro warranty covers defects in materials and workmanship but does not cover wear or damage caused by abuse, mishandling, accidental damage, inappropriate selection, or carelessness caused by an airline or other common carrier.

In the course of normal handling, your luggage may suffer abrasions, minor cuts, scratches, dents or soil. Certain component parts such as wheels, bumper feet, leather, etc., will show wear. This wear is not covered under the warranty. Travelpro will provide prompt refurbishment services at a nominal cost. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

Should you have questions about your luggage, need repair service, or to locate the repair center closest to you call Customer Service at 1-800-741-7471 or log onto www.travelpro.com

Questions regarding the Contractual Reissue Luggage & Purse Replacement and Repair Policy can be directed to your supervisor or Uniform Coordinator with responsibility for Flight Attendant uniform policies and procedures at your base location.