



Is your baggage missing?

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We very much regret that your baggage was not available at your destination airport. Please be assured that we are taking all necessary measures to reunite you with your baggage as quickly as possible.



Help & Contact



Review our FAQ section or contact a Lufthansa representative.

Reporting your missing baggage to us



Should you be unable to find one or more of your bags on arrival, please report this immediately to the local Lufthansa baggage tracing desk or to the local Lufthansa representative so that an official report can be filed. You will then receive a written confirmation with a reference number. Please keep this safe as you will need it again.

We are searching for your baggage



We are searching for your baggage with the help of a worldwide baggage tracing system to which several hundred airlines are affiliated. Our Customer Call Centre will be able to tell you of any progress in tracing your bags. You will find their telephone number on the written confirmation of your lost baggage report, where you will also find the reference number (e.g. FRALH12345) which you need for identification.

You also have the option of checking the current status of your baggage tracing online by means of the reference number on your report. Should the details shown be incorrect - in particular your name, address and the description of your baggage - please let us know.

→ [Lufthansa baggage tracing online](#)

As soon as your baggage is located, we will contact you to arrange delivery.

What else can you do?



We find most missing items of baggage within the first 24 hours. In rare cases we may not be able to locate an item of baggage within five days. In this instance we will require exact details of the contents of your baggage for a further detailed search procedure.

Compensation, liability and insurance



You will be compensated for necessary expenses under our conditions of liability. Please contact your local Lufthansa office. You will find information on our conditions of liability here:

→ [Liability and insurance](#)

Contact us



If you have any questions about your missing baggage, please contact us on the number which you will find on your lost baggage report confirmation.

Related topics

- [Baggage guide](#)
- [Free baggage allowance](#)
- [Carry-on baggage](#)
- [Excess and special baggage](#)
- [Animals](#)
- [Dangerous goods](#)
- [Liability and insurance](#)

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