

Request for Clarification on Excess Baggage Fees

Date: [Insert Date]

To: [Airline Customer Service Department]

From: [Your Name]

[Your Address]

[City, State, Zip Code]

Email: [Your Email]

Phone: [Your Phone Number]

Dear Customer Service Team,

I hope this message finds you well. I am writing to seek clarification regarding the excess baggage fees I incurred during my recent flight with [Airline Name], flight number [Flight Number], on [Date of Flight].

Upon check-in, I was informed that my baggage surpassed the allowed weight limit, resulting in additional charges. However, I believe that the fees assessed may not accurately reflect the airline's stated policy regarding baggage limits.

Could you please provide a detailed breakdown of the excess baggage fees, including the specific weight limits and charges applicable to my situation? Additionally, I would appreciate any information regarding possible options for disputes or adjustments if my concerns are found to be valid.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]