My bag has been damaged, what should I do?

Here’s what to do if your bag arrives damaged:

- Report damage within 4 hours of arrival to a Frontier representative at the airport
- If you were unable or could not report damage to a Frontier representative at the airport, submit a claim through our **Damaged Baggage Form**
- Show the bag to an agent if possible — they’ll assess the damage and next steps

Please note: It's important to keep in mind that while we will always do what we can to help, we simply can't be liable for normal wear and tear. This includes scratches, small dents, rips, tears, and general grime and dirt.
Frontier accepts no responsibility if your bag was clearly overstuffed beyond its capacity.
We aren't liable for the baggage carried in the passenger area of the aircraft (carry-on baggage).
If the agent determines that Frontier was responsible for the damage, we will proceed with the next steps from there.
Find a detailed list of items that Frontier is not liable for in our Contract of Carriage under ‘Limitations of Liability’.