

September 15, 2020

Air Waybill nbr:

Origin: BCN

Destination: ORD

Dear Customer,

We regret to inform you that, due to unexpected last minute Cargo capacity restriction and following snowball effect creating an important backlog situation, your valuable shipment under [redacted] from BCN to ORD could not be loaded on board of the booked flight:

AF6732 departing 16SEP at 14:30 from CDG to ORD 4 pieces

Goods are now repaired as it follows:

4 out of 4 to final destination ORD on board of flight: AF6734 departing 18SEP at 19:00 from CDG to ORD 4 pieces .

We would like to offer you our sincere apologies for any inconvenience caused to you and to your precious Customers due to such unforeseen delay.

We assure you that what happened does not correspond to our Golden Standard. Should you require any additional support and/or information, we do remain.

Assuring you our best attention at all times we thank you for your patience and look forward to being of further service to you.

With kind regards,

Your AFKL Customer Service Team  
Air France-KLM cargo