

We sincerely apologise for delayed yours and your friend's baggage.

Due to occurred system down at LHR, many baggage stopped at there.

We already contacted LHRCX by mail, phone and tele yesterday, and we got their reply this afternoon.

According to them, there are over 800 baggage stopped at LHR due to system down.

So they are classifying bag into each destinations as soon as possible.

Because of under this situation, we regret to inform you that we have no idea when will your baggage arrive at HND.

When we get information from LHR, we will let you know quickly.

We are terribly sorry for these troubles and inconveniences again.

Best regards,

