



Your appeal pack

Lufthansa LH1166, 1 Sep 2026, Stockholm Arlanda (ARN) to Lisbon (LIS). Case AMF-SAMPLE.

In this pack

- Letter to Lufthansa: answers the refusal and asks for the flight records.
- Complaint to the National Board for Consumer Disputes (ARN), ready to paste.
- What to do if they still say no.

What to do (about 10 minutes)

- 1 Send the letter to Lufthansa through the claim form on lufthansa.com. Keep a dated copy.
- 2 Wait 14 days (to 27 Oct 2026 if sent today).
- 3 Still no, or no answer: file with the National Board for Consumer Disputes (ARN).
- 4 Still not paid after the decision: District court, small claims (tingsrätten, småmål). See the last page.

Your compensation

EUR 400 per passenger. About 2,999 km (1,500 to 3,500 km).

Amounts set by EU Regulation 261/2004. Payment depends on the facts and the airline's evidence. We cannot promise a result. The pack is built from standard texts and your answers. It is not legal advice.

Key dates

DEADLINE	DATE	NOTE
Airline's reply due	27 Oct 2026	14 days from sending. Assumes you send it today.
File with ARN by	3 Sep 2027	ARN takes cases up to 1 year after your first complaint to the airline.

Letter to Lufthansa

Send it through the claim form on lufthansa.com. Attach your booking, the refusal and any receipts. Keep a dated copy. Fill in the blank lines first.

Place and date	
To	Lufthansa customer relations
From	Sample Passenger, sample@example.com
Booking reference	ABC123
Your case number	
Flight	LH1166, 1 Sep 2026, Stockholm Arlanda (ARN) to Lisbon (LIS)
Flights on the booking	LH803 ARN-FRA, LH1166 FRA-LIS
Passengers	1
Subject	Appeal: EU261 compensation, LH1166, 1 Sep 2026

Dear Lufthansa customer relations,

I was booked from Stockholm Arlanda (ARN) to Lisbon (LIS) on 1 Sep 2026 on one booking: LH803 ARN-FRA, LH1166 FRA-LIS. I reached Lisbon (LIS) 4 hours or more late.

I claimed on 3 Sep 2026. You refused on 25 Sep 2026. I do not accept the refusal.

Under Articles 6 and 7 of Regulation (EC) No 261/2004 I claim EUR 400. Distance: about 2,999 km. A delay of 3 hours or more at arrival gives the same right to compensation as a cancellation (Sturgeon C-402/07 and C-432/07). Arrival is when the doors open (Germanwings C-452/13). My flights were on one booking, so the delay counts at my final destination (Folkerts C-11/11), and the distance runs from my first departure to my final destination (Bossen C-559/16).

You cite extraordinary circumstances without saying what happened. ...

If you keep your refusal, send these records:

- Actual times for each flight on the booking: off-block, take-off, landing, on-block, door opening
- IATA delay codes for this flight and the aircraft's previous rotation
- ...

Please pay EUR 400 to my bank account within 14 days, by 27 Oct 2026. ...

Yours sincerely,

Sample Passenger

sample@example.com

Sample, shortened. In your pack this part is written out in full for your flight and the airline's answer.

Complaint to the National Board for Consumer Disputes (ARN)

The flight departed from Sweden. Use this if the airline does not pay after your letter.

Where and how to file

Body	National Board for Consumer Disputes, ARN (Allmänna reklamationsnämnden)
Where	https://adokweb.arn.se/report
How	Online form at adokweb.arn.se/report (choose "Resa"). Paper forms exist; the travel form is also in English. Track the case at adokweb.arn.se/myCase .
Language	Swedish. ARN does not say whether it accepts English, though an English travel form exists.
Fee	150 SEK, not refunded if ARN declines the case.
Deadlines	File with ARN by: 3 Sep 2027
Processing time	About 6 months.
Binding	A recommendation, not binding, no appeal. Travel firms complied in 73% of cases in 2025.

Before you file

- Written claim to the airline (done). Airlines normally answer within about 4 weeks.

ARN does not open links. Documents go to the airline, and case files are generally public.

Must contain: A claim of at least 750 SEK for EU passenger-rights disputes.

Sample, shortened. In your pack this part is written out in full for your flight and the airline's answer.

Text for the complaint form

Sample, shortened. In your pack this part is written out in full for your flight and the airline's answer.

SAMPLE

If they still say no

A complaint body's decision does not put money in your account by itself. ...

District court, small claims (tingsrätten, småmål)

- If the airline ignores ARN, or you skip ARN, go to the district court.
- Undisputed debt: an order for payment (betalningsföreläggande) through Kronofogden is fastest. The fee is 300 SEK.
- ...

Before court

- Check the current court fee and limits on the court's website.
- Send the airline a final written demand with a date. Keep proof of sending.
- ...

Made by Appeal My Flight from your answers · appealmyflight.com · Standard texts, not legal advice.

Sample, shortened. In your pack this part is written out in full for your flight and the airline's answer.

SAMPLE