

ANOMALIES IN THE PURCHASE OF TRAVEL TICKETS ONLINE

To obtain a reimbursement in the event of anomalies in the purchase of travel tickets made “online” or by credit card, the Customer, within 48 hours following the event that generated the refund request, must forward to Ferrovie Appulo Lucane srl a formal request through methods indicated in the “Reimbursement” page, indicating the ticket identification number, the date and time of purchase of the travel ticket.

Within 30 days from the date of receipt of the request, after having carried out further checks and accepted the request, the Company will send a communication to the Customer to inform him/her of the right to a reimbursement and the methods of reimbursement. The communication will be also sent in case of non-recognition.

