

## **ANOMALIES IN THE PURCHASE OF SELF-SERVICE TRAVEL TICKETS**

To obtain a refund for the ticket purchased and not used due to anomalies that occurred in the purchase of travel tickets made at the automatic ticket machines (failure to issue the ticket and/or otherwise), the Customer, within 48 hours following the event which caused the request of reimbursement, will have to forward a formal request to Ferrovie Appulo Lucane srl using the methods indicated on the "Reimbursement" page, indicating the location of the automatic ticket machine, the date and time of purchase of the travel ticket and the anomaly occurred. 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 of the right to a refund and the methods of reimbursement itself.

The communication is also sent in case of non-recognition.

