

Mail the completed and signed Application to Passenger Refunds, 4000 E. Sky Harbor Blvd., Phoenix, AZ 85034 or fax to 1-800-892-3447

Date: _____
Location: _____
Agent: _____

(One Ticket Per Application)

Claims will be processed in 90-120 days.

If paid by credit card, please allow an additional 1 to 2 months for the credit to appear on your statement.

This claim will not be processed until the ticket numbers are identified and the Application is signed.

- IF PAID BY CHECK, SEND COPIES OF BOTH SIDES OF THE CANCELLED CHECK.
- IF PAID BY CREDIT CARD, SEND COPY OF THE BILLING STATEMENT.
- IF THE LOST TICKET WAS PURCHASED FROM A TRAVEL AGENCY, CONTACT THE AGENCY FOR A COPY OF THE LOST TICKET.

Please type or print legibly. In order to expedite processing of your claim, please provide as much information as possible. Complete ALL sections.

SECTION A: LOST TICKET INFORMATION

Email Address: _____

Name of Passenger: _____ Phone: (____) _____ - _____

Address: _____ City: _____ State: _____ Zip: _____

Lost Ticket Number: _____ - _____ - _____ - _____ Date of Issue: ____/____/____

Place of Purchase: Airport Travel Agency _____ City Ticket Office Ticket by Mail Other

Form of Payment for Lost Ticket:
 Cash/Check Credit Card Type: _____ GTR #: _____

Was any portion used before ticket was lost: NO YES

If YES, list used coupons here: _____

Flight # _____ Flight Date: _____ From: _____ To: _____

Flight # _____ Flight Date: _____ From: _____ To: _____

Flight # _____ Flight Date: _____ From: _____ To: _____

Flight # _____ Flight Date: _____ From: _____ To: _____

Ticket is missing for the following reason:

- Ticket was lost by customer
- Flight Coupon was lifted in error by airline personnel at:
Airline _____ Airport _____ Flight # _____ Date _____
- Ticket by Mail was not received by customer
- Ticket was mailed to Refunds but not received

SECTION B: REPLACEMENT TICKET INFORMATION – If the original (lost) ticket was non-refundable, a replacement ticket must be issued. A refund will not be processed for a non-refundable lost ticket unless a replacement ticket with the identical itinerary (travel date, city pairs, flight, etc.) was issued and used.

Was replacement ticket purchased? Yes _____ No _____ Ticket #: _____ - _____ - _____ - _____

Was lost ticket service charge paid? Yes _____ No _____ Amount paid \$: _____ Date: _____

Flight #: _____ Issued From: _____ To: _____

Form of Payment for Replacement Ticket:
 Cash/Check Credit Card Type: _____ GTR #: _____

SECTION C: REFUND INFORMATION – Any refund will be made to either the form of payment for the original lost ticket or to the form of payment for the replacement ticket.

Process refund to form of payment for Lost Ticket **OR** Replacement Ticket

IF NEITHER BOX IS CHECKED, REFUND WILL BE PROCESSED TO REPLACEMENT TICKET FORM OF PAYMENT.

SECTION D: AGREEMENT – Refund will not be processed without passenger signature agreeing to terms and conditions.

1. The undersigned applicant requests a refund of the value of the unused portion of the US Airways paper ticket described above and, in requesting this refund, hereby represents that the ticket is owned by the applicant and has not been used by the applicant, and that it has been lost, stolen, or destroyed.
2. The applicant understands and agrees that:
 - a. **IN ACCORDANCE WITH TARIFF REGULATIONS, A NON-REFUNDABLE SERVICE CHARGE WILL BE ASSESSED FOR EACH TICKET.**
 - b. Claims for lost ticket refunds must be made no later than thirteen (13) months after the issue date of the ticket.
 - c. **THIS CLAIM WILL BE PROCESSED IN 90-120 DAYS AFTER RECEIPT OF THE COMPLETED APPLICATION BY US AIRWAYS. A REFUND WILL NOT BE MADE IF THE LOST TICKET HAS PREVIOUSLY BEEN HONORED FOR TRANSPORTATION OR REFUNDED TO ANY PERSON.**
 - d. US Airways is not responsible for tickets presented for transportation or refund by anyone other than the true owner, and US Airways assumes no responsibility for determining identity.
 - e. A refund will not be processed unless the complete number of the lost ticket is entered or sufficient information is given to enable US Airways to establish the ticket number. **If additional information is required, US Airways will contact you.**
 - f. Lost tickets purchased by Government Transportation Requests are refundable only to the U.S. Government.
3. Upon finding the lost ticket, the applicant will immediately send the ticket to US Airways with a statement that a Lost Ticket Application was previously filled.
4. A refund issued as a result of this application may be subject to recall of commission if a replacement ticket was not purchased.

Signature of Passenger _____ Date _____