**CLAIM**

**FOR SMARTTICKET REFUND**

**To refund a ticket, please fill out the application and send it by email:** [**support@e-transport.gov.ua**](mailto:support@e-transport.gov.ua)

**With subject “Claim for SmartTicket refund”**

|  |  |
| --- | --- |
| Ticket number  (Provide a 16-digit number, which is located at the left upper corner of the ticket) |  |
| Passenger’s name and surname |  |
| Purchase date |  |
| Contact details:  (Please, provide the contact phone number and the e-mail address to receive the document at issue) |  |

This claim was issued with the help of website <https://smartticket.gov.ua/>.  
By signing this claim I accept the public agreement (offer) published at the website <https://smartticket.gov.ua/>   
The document at issue is sent to email address provided by the client .

In case the refund of SmartTicket is not possible due to rules of carrier(s), the client shall be notified via contact details provided.

Claim date:

\_\_.\_\_.\_\_\_\_\_ Client’ full name