

[Home](#) > [Frequently Asked Questions](#) > [Payment Alerts](#)

Categories

[Baggage Allowance](#)[Ticket Modification](#)[Check-in Options](#)[Refunds](#)[Flight Delays & Cancellations](#)[Pre-paid Baggage](#)

Payment Alerts

The amount has been deducted from my account ^ however, I have not received the ticket?

There may be two types of situations where the amount may be deducted from your account but the ticket has not been generated:

Situation 1: The amount has been deducted from my card/account; however I have not received the ticket?

Situation 2: The amount has been deducted from my card/account; however I have not received the ticket?

[IndiGo](#)[Book](#)[Trips](#)[Deals
&
Offers](#)[Check-
in](#)[IndiGo
BluChip](#)[Travel Certificate](#)[Add-on Services](#)[On-board Facilities](#)

The situations above can have one of the two following outcomes:

- The amount received by us will automatically be refunded within 5 business days
- In case it is not refunded then you may share the following Information with our contact center team or contact our customer experience team, please [click here](#).
 - Transaction ID sent by IndiGo via email at the time of initiating the payment along with amount, date and time of transaction OR

Airport Check-in Requirements

- PGI Reference number along with amount, date and time of transaction OR
- Scanned copy of bank statement

Terminal Information

Non-standard & Special Baggage

Lost & Mishandled Baggage

Aircraft and Routes

Contact Us

Fare Rules

Expectant Mother

Medical Assistance

Passengers with Special Needs

Unaccompanied Minor Travel

Payment Alerts

Reservations

Payment
Support

Travel
Documents

6E Fares

Codeshare
Flight

Dubai Airport
Change

6E Rewards

Credit Shell

IATA Travel
Pass

Fees and
Charges

Hotels

IndiGoStretch



Call us

We're just a ring away.

India: [0124-6173838](tel:0124-6173838),

[0124-4973838](tel:0124-4973838)



Feedback

Have a compliment or
complaint?



Chat with us

Questions? We are
here to help.

2,200+

Daily Flights

90+

Domestic Destinations

40+

International Destinations

700 Mn+

Happy Customers

400+

Fleet Strong

Share Feedback

COMPANY

- About us
- IndiGo
- Green – ESG report
- 6E Embrace – Diversity Equity & Inclusion
- IndiGoReach – Our CSR initiatives
- Board of Directors
- Leadership Team
- Investor Relations
- InterGlobe Enterprises
- RPWD – Equal Opportunity Policy
- Transgender

SUPPORT

- Plan B
- Special/Disability Assistance
- Medical Assistance
- Seat Select
- 6E Eats
- Add-ons & Services
- Baggage
- Refund Claim
- Charter Services
- Hotels
- 6Eskai
- Contact Us
- IndiGo CarGo
- FAQ's

QUICK LINKS

- Tariff Sheet
- Offers
- Careers
- Advertise with us
- Sitemap
- Destinations
- Blogs
- Terms and Conditions
- Conditions of carriage
- Privacy Policy
- Disclaimer
- International Travel Tips
- Web check-in advisory
- Purchase requirement
- Download

DOWNLOAD APP

- Press releases
- iOS / Android
- Our awards
- Testimonials
- Hello 6E Magazine



Persons

Policy

HIV/AIDS

workplace

policy

Seat/Aircraft

information

app

Flight status

Domestic

Flights

International

Flights

Passenger

Charter

Awards

Best Low
Cost Airline-
Asia

Passenger
Choice
Awards

Best Low
Cost Airline-
Central Asia

SOCIAL MEDIA

[f](#) [x](#) [@](#) [in](#)

..... ^

[Site map](#) [Privacy Policy](#) [Terms & condition](#) [Cookie Policy](#)

[Cyber security](#) [Disclaimer](#)

@Copyright 2024 IndiGo All rights reserved.

+917065145858

[Connect with us on
WhatsApp](#)