

Refund for reduced shipping fees in America

According to the reduction in boarding fees in America, a difference was generated with the rates paid by some passengers.

Who can request a refund?

All American and foreign passengers with domestic and international flights departing from America, who meet these requirements:

Have purchased a ticket before August 31, 2019

Have traveled from September 1, 2019 onwards.

Have embarked from a American airport

How much is the refund amount?

If you have already made your flight, we will refund between \$250 and \$750 pesos (depending on the route) and this corresponds to the difference that was generated in the rates you paid.

What is the process for requesting a return?

You can request it on the return form for discounts on shipping fees. Once the request is made, in 15 business days we will issue a visa voucher to your name and notify you by email.

If you are not American or are outside of America, you can request a refund of the difference in shipping fees by creating a case.