In order to submit a refund request through the application, you need to log in the application.

The request for a refund must be fill in directly on the internet by the registered user from his own profile (by using the "*Orders"* section, within the online application - on the blue bar at the top of the home page, accessing "*Operations on a ticket*" – the feature **Travel withdrawal**

or by accessing **My tickets** which has the effect of opening the list of tickets purchased during the selected period.

To enter a refund request select the ticket you want to return and which must be mandatory in a state that allows the refund, respectively: Paid or Paid following the modification.

Select **_Travel withdrawal_** and opens automatically the refund window with the two options:

- Standard Refund

- Refund outside standard terms

In this window, for each type of refund, are displayed the conditions that must be met in order to fit in the type of refund.

STANDARD REFUND

If you request *Standard Refund*, press the *Continue* button and the *Standard Refund* window opens, in which brief information about this type of refund is displayed, as well as the amount to be refunded.

To complete the refund operation, press the *Confirm* button.
Attention! This operation is irreversible and the ticket after confirmation is no longer valid.
If you do not want to finish the operation, press the *Back* button.

After confirmation, an information message will be received on the registration and settlement of refund application in the case of the standard refund:

REFUND OUTSIDE STANDARD TERMS

If you request *Refund outside the standard terms*, press the ***Continue*** button and the ***Refund outside the standard terms*** window opens, in which brief information on this type of refund is displayed.

In addition, if you request *Refund outside the standard terms*, it is compulsory to respect the conditions and to fill in the corresponding box the reason for the request for which the refund was introduced, ie: **canceled train, delayed train, illness** (in this case, on the email address biletonline@cfrcalatori.ro is mandatory to send the supporting documents, in order to analyze and solve the refund applications).

Any other request that does not comply with these conditions is not approved.

To complete the refund operation, press the ***Confirm*** button. If you do not want to complete the operation, press the ***Back*** button.

After confirmation, you will receive an information message regarding the registration of refund application:

Travel withdrawal successfully received

Your travel withdrawal request relating to the ticket with the Id 18627 has been registered under no. 1248. Please note that such requests are processed and analysed by our staff in order of their registration time. You will receive the answer and the resolution within the legal deadline of 30 days.

If you want to buy a new ticket, please go to Itineraries + buy.