Web Devoluciones

How to request a refund in Web Devoluciones



Global Sales Support

How to request a Refund in Web Devoluciones?

Checklist

Ticket Status

Must be strictly listed as Open.

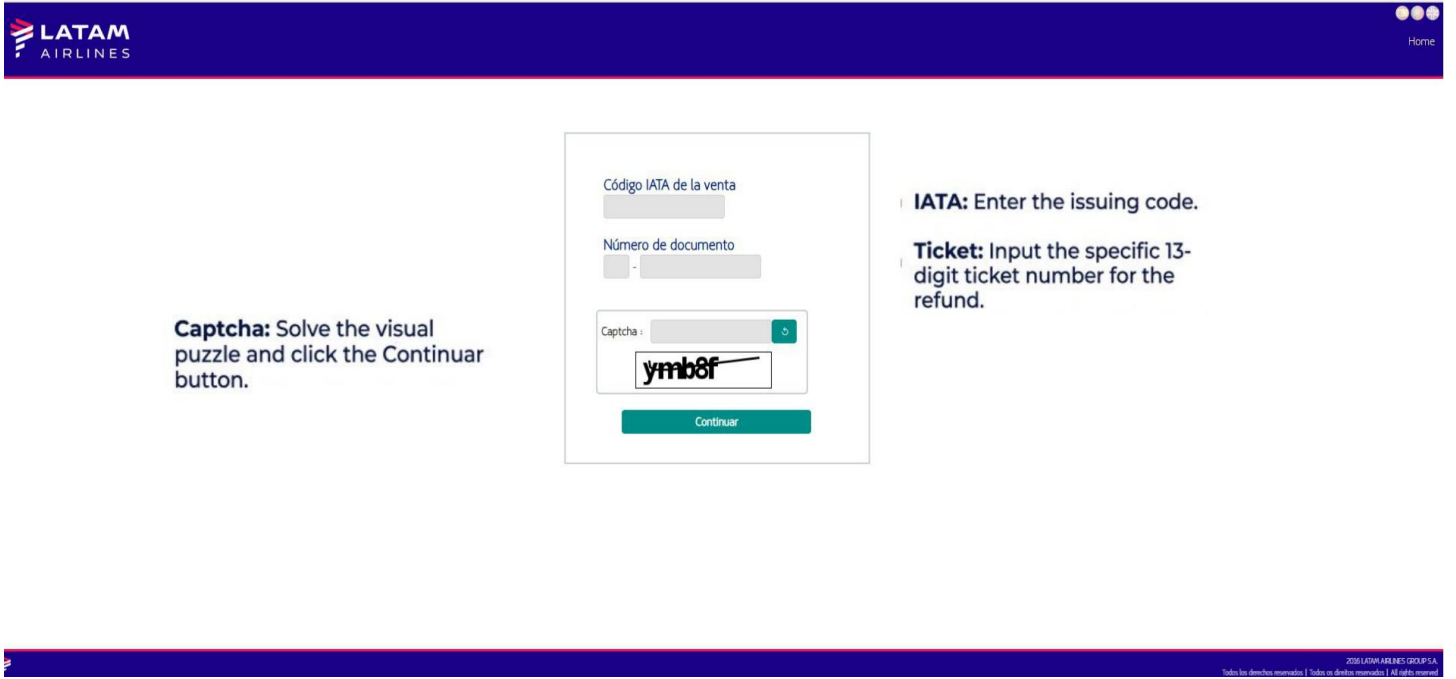
Agency Identification

Have the issuing agency's IATA code ready.

Once verified, access the portal via link:
https://appslatamtravel.com/GdsDevLatam-1.0

Step 1 of 6

Fill in the **requested information**



Step 2 of 6

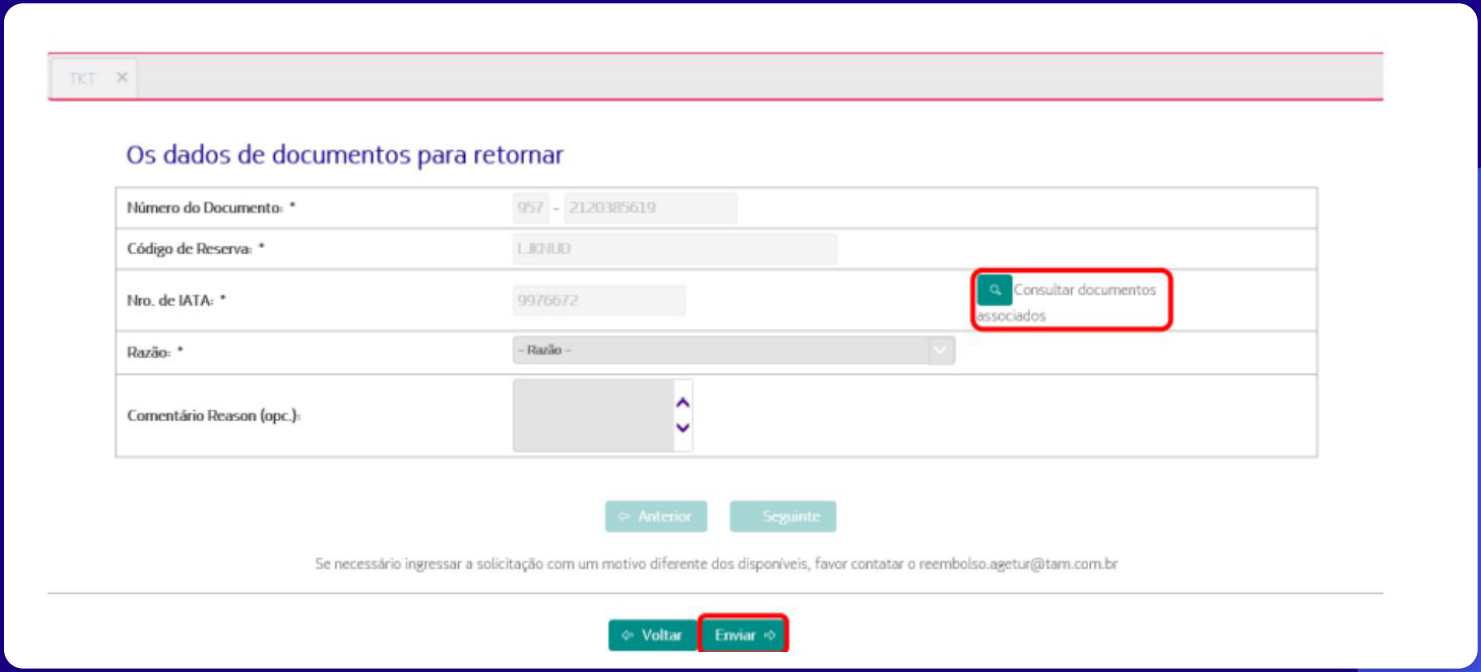
Fill in the fields below with the **requester's information:**



Fill in Agent details: **Name, last name and email**

Step 3 of 6

Select the “**Magnifying Glass**” to load the ticket information:



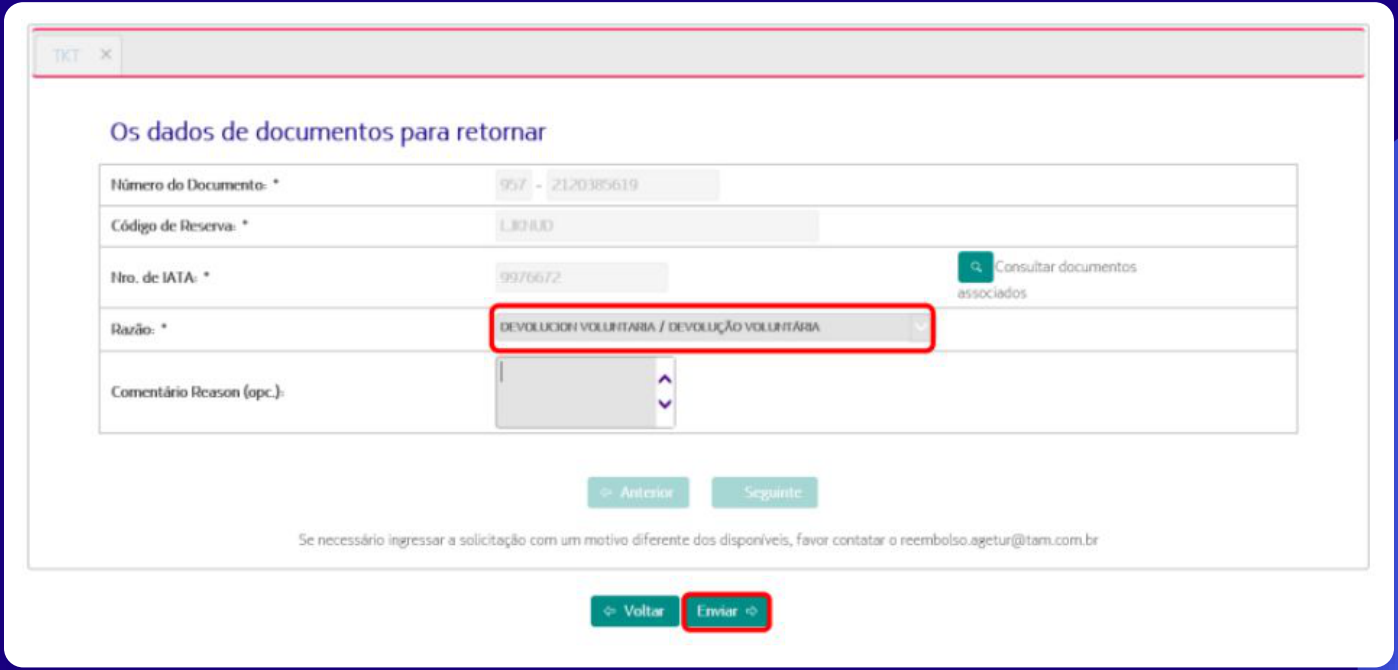
Step 4 of 6

Confirm the ticket number and click “**Accept**”



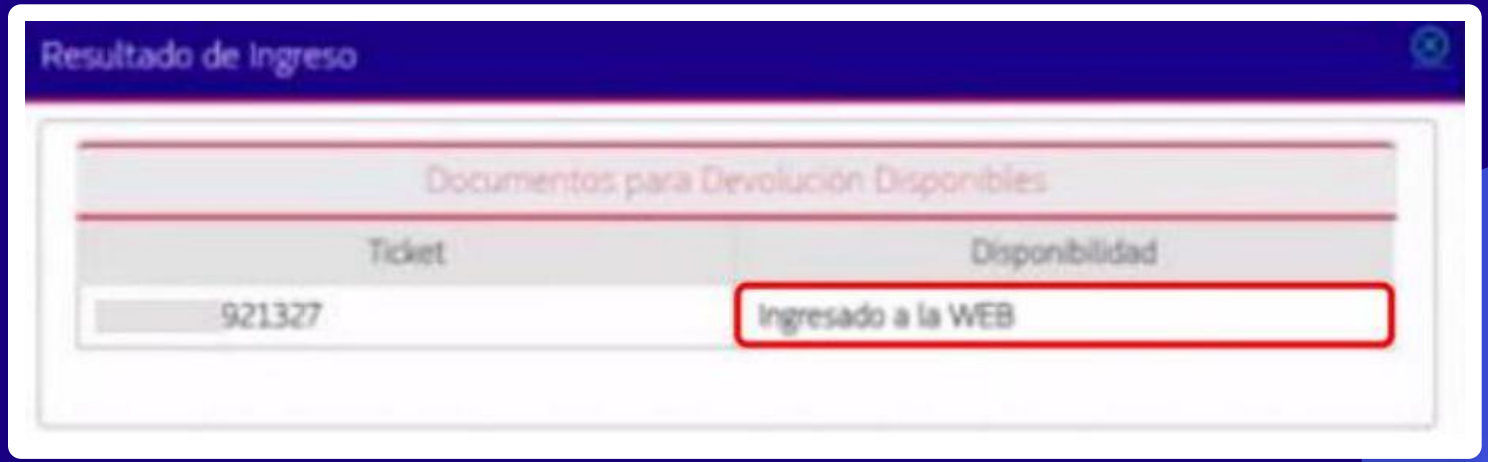
Step 5 of 6

The system will return to the screen below requesting the refund **“Reason.”** Select one of the options and click **“Submit”**:



Step 6 of 6

The system will display the message **“Ingresado a la Web”**



This means that the refund was successfully requested.

Main reasons for refund

Voluntary – Refund according to the fare rules.

Involuntary – Due to cancellations or involuntary changes made by LATAM.

ANAC Law – Refund requested within less than 24 hours from the issuance date and at least 7 days prior to the departure date.

Refund with an authorized waiver: For this reason, enter the waiver number in the required field.

⚠ Error Web Devoluciones



In case of an error when entering the request in Web Devoluciones, please send an email to

informacoes.agencias@latam.com

Thank You!



Global Sales Support
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