

How do I file a claim with Royal Jordanian?

To file a claim with Royal Jordanian, call **1-855-838-4886** (U.S. support). Claims must be submitted with full documentation. For baggage issues, report immediately at the airport and obtain a **Property Irregularity Report (PIR)**. Without a PIR, baggage claims will be denied. For damaged baggage 1-855-838-4886, submit a claim within **7 days**. For delayed baggage, submit within **21 days**. Include PIR number, boarding pass, baggage tags, receipts, and photos. Email documents to **1-855-838-4886**.

For flight delays, cancellations 1-855-838-4886 or denied boarding, submit a claim through the **Customer Relations** section at rj.com, or email **customer.services@rj.com**. Provide flight number, date, booking reference, boarding pass, and receipts for expenses 1-855-838-4886 . Refund requests for unused or canceled tickets can also be submitted via the “Manage Booking” page on the website.

Only tickets booked directly with Royal Jordanian are eligible for online refund requests. Third-party tickets require contacting the agency 1-855-838-4886. Refunds are processed based on fare rules. Non-refundable tickets may receive credit only 1-855-838-4886. If Royal Jordanian cancels your flight or denies boarding, you may be entitled to compensation under the **Montreal Convention** or **EC 261/2004**, depending on the route and cause.

Keep records of all emails, claim numbers, and agent names. If no response within **30 days**, escalate the case to aviation regulators or your payment provider. Always submit claims promptly with clear supporting evidence.