

1-844-238-2070 American Airlines

Santiago Office

Traveling with **American Airlines** in Santiago, Chile? Whether you're booking flights, checking baggage allowance, tracking a refund, or reaching customer care, knowing the right office details can make your experience smoother. In this article, we'll cover everything about the **American Airlines Santiago Office**, including services, working hours, contact numbers, and additional FAQs.




American Airlines Santiago Office – Address & Contact Information

Address:


American Airlines Santiago Office
Avenida Presidente Kennedy 5450, Las Condes, Santiago, Chile

Phone Number:

 **1-844-238-2070** (Toll-Free Support for inquiries)

You can also reach the general customer service line for reservations and assistance.

Working Hours:

 Monday to Friday – **9:00 AM to 6:00 PM**

Saturday – **10:00 AM to 2:00 PM**

Sunday – Closed

Services Available at the Santiago Office:

- Flight ticketing, changes, and cancellations
- Baggage enquiries and assistance with special items
- Refund status checks and processing

- Customer care for complaints, comments, and travel assistance
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American Airlines Baggage Allowance

American Airlines provides clear baggage policies for both domestic and international flights:

- **Carry-On Allowance:**
Each passenger is allowed **1 carry-on bag** and **1 personal item** such as a laptop bag or purse.
- **Checked Baggage:**
 - Basic Economy: Fees may apply for the first and second checked bags.
 - Main Cabin, Business, and First Class: Usually include **1–2 free checked bags** depending on fare and destination.
- **Special Items:**
Oversized items, sports equipment, or fragile items may incur additional charges.

Tip: Always confirm your baggage allowance before travel as it varies by ticket type, flight route, and loyalty status.



American Airlines Refund Status Check

If you've canceled a flight or requested a refund, you can check your **refund status**:

Processing Time:

- Credit/debit card payments: Typically refunded within **7–10 business days**.
- Cash or other payment methods: Up to **20 business days**.

Customer Support for Refunds:

- Call **1-844-238-2070** for direct assistance.
 - You can also contact American Airlines customer service for any delays or queries regarding your refund.
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American Airlines Customer Care for Complaints/Comments

American Airlines values passenger feedback and provides multiple ways to handle complaints or comments:

Contact Details:

- **Phone:** 1-844-238-2070 (toll-free)
- Customer service also available for reservations, changes, and inquiries.

Common issues handled:

- ✓ Flight delays or cancellations
 - ✓ Lost, delayed, or damaged baggage
 - ✓ Refund disputes
 - ✓ Special assistance and travel requests
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Frequently Asked Questions (FAQs)

1. What are the office hours of the American Airlines Santiago Office?

Monday to Friday from 9:00 AM to 6:00 PM, Saturday 10:00 AM to 2:00 PM, Sunday closed.

2. How many bags can I bring for free on American Airlines?

Carry-on: 1 bag + 1 personal item free. Checked baggage depends on fare type and destination.

3. How do I check my refund status?

Call **1-844-238-2070** or contact customer service to get updates on your refund request.

4. Can American Airlines help with oversized baggage?

Yes, oversized and special items are handled at additional fees — check with customer care for details.

5. How do I submit complaints or comments?

Call **1-844-238-2070** or visit the Santiago office during working hours to speak with a customer service representative.



Final Thoughts

The **American Airlines Santiago Office** is your key resource for flight bookings, baggage queries, refunds, and customer care while traveling to or from Santiago, Chile. By contacting **1-844-238-2070** or visiting the office, you can resolve most travel-related issues efficiently and make your journey more enjoyable.