

1-844-238-2070 American Airlines Tokyo Office

For travelers flying with **American Airlines** in Japan, having accurate contact and service information is essential. Whether you need guidance on baggage allowances, refunds, or customer support, the **American Airlines Tokyo Office** is your key resource.

This article covers everything you need — from the office address and phone number to details on **American Airlines Baggage Allowance**, **Refund Status Check**, **Customer Care**, and related FAQs.



American Airlines Tokyo Office – Address & Contact Information

Address:

American Airlines Tokyo Office
Shinjuku Mitsui Building, 2-1-1 Nishishinjuku, Shinjuku-ku, Tokyo 163-0436, Japan

Phone Number:

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

For general reservations and assistance, you can also reach the main line: 03-5460-4000

Working Hours:

 Monday to Friday – **9:00 AM to 5:30 PM**

Saturday and Sunday – Closed

Services Provided:

- Flight ticketing, changes, and cancellations
- Baggage inquiries and special item handling
- Refund status checks for eligible tickets

- Customer care for complaints, comments, or general inquiries
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American Airlines Baggage Allowance

American Airlines provides flexible baggage policies to accommodate travelers' needs:

- **Carry-On Allowance:**
Each passenger is allowed **1 carry-on bag** and **1 personal item** (e.g., laptop bag or handbag) free of charge.
- **Checked Baggage:**
 - Economy Class: 1st bag typically **\$30–\$35**, 2nd bag **\$40–\$45** (fees may vary based on route and fare type).
 - Premium Cabins (Business/First Class) and AAdvantage Elite Members enjoy **free checked bags**.
- **Special Items:**
Oversized or fragile items, musical instruments, and sports equipment are subject to special handling fees.

 **Pro Tip:** Always check your specific fare class for exact baggage rules to avoid surprises at the airport.



American Airlines Refund Status Check

If you have canceled or changed a flight, you can monitor your **refund status** directly:

- **Processing Time:**
 - Credit card refunds: Typically within **7–10 business days** after approval.
 - Cash/check payments: May take up to **20 business days**.
- **Booking via Travel Agent:**
Refunds for tickets purchased through agents must usually be processed through the

agent, although ancillary fees paid to American Airlines may still be refunded directly.

For assistance, contact **1-844-238-2070** or the reservations team at 03-5460-4000.

American Airlines Customer Care for Complaints/Comments

American Airlines provides dedicated customer support for travelers facing issues or seeking information:

- **Customer Care Number (Tokyo):** 1-844-238-2070
- **General Reservations Line:** 03-5460-4000

Commonly Addressed Issues:

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

1. What are the working hours for the Tokyo office?

Monday–Friday, 9:00 AM – 5:30 PM. Closed on weekends.

2. How many bags are allowed for free?

Carry-on: 1 bag plus 1 personal item. Checked baggage fees depend on fare class and membership status.

3. How can I check my refund status?

Call **1-844-238-2070** or contact the Tokyo office directly for updates.

4. Can I file complaints or comments in person?

Yes, the Tokyo office accepts complaints and feedback during working hours.

5. Are oversized bags allowed?

Yes, but fees apply for oversized or overweight items.

American Airlines Additional Services in Tokyo

The Tokyo office also provides:

- Flight ticket changes and cancellations
 - Loyalty program (AAdvantage) assistance
 - Special baggage handling for international travelers
 - Travel guidance for connecting flights and international routes
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Final Thoughts

The **American Airlines Tokyo Office** is the central hub for all flight-related inquiries, baggage assistance, and customer support for travelers in Japan. By contacting **1-844-238-2070**, you can efficiently resolve issues related to flights, refunds, or complaints, ensuring a smooth travel experience.

Whether you are a frequent flyer or first-time traveler, having this information at hand will make your journey through Tokyo stress-free and well-organized.