

Please fill in this form online, print it out and sign it. Alternatively, you can print it out and fill it in in BLOCK CAPITALS and ink.
Completed forms must be taken to a National Express East Coast Travel Centre or sent to National Express East Coast Telesales.
Please note that you must make your claim for a refund within 28 days of the ticket expiry date.

Personal details:

Title: Other:

Forename(s): Surname:

Address:

Postcode: Daytime telephone number:

Email:

Reason for claim (fraudulent claims will be subject to legal proceedings):

Signature of applicant: _____ Date: _____

The ticket was purchased by (please note, any information entered into this form online will not be saved anywhere and is therefore secure):

Cash: Cheque: Warrant (give name and account number):

Credit/Debit/Cheque Card (state card number):

Refund to be made by (please note, credit card purchases will be refunded back to the credit card used in the purchase):

Cash: Cheque: Credit/Debit/Cheque Card: Other (please state):

Point of purchase:

Station name: Web address:

Other:

If you can't take tickets back to the original place of purchase, or you bought tickets from National Express East Coast Telesales or from the nationalexpress.com website, you can take the tickets back to any other Train Operating Company's ticket office.

Alternatively, you can post your original travel tickets with a refund claim form or covering letter to:

National Express East Coast Refund Administration
PO Box 850
Newcastle upon Tyne
NE99 1HZ

