

**Modulo Reclami**

Form QSA – 01 - 02

Rif Procedura:	QSA 01
Revisione:	00
Data:	08/03/2023



Dear Passenger,

We thank you for having chosen to travel with Liberty Lines. We kindly invite you to leave your suggestions regarding our services in this claim forms; your opinion is considered by Our Company a source of growth and wealth for our Quality Policy, to continuous improvement, optimization of services and the high standards of customer satisfaction.

The claims will be treated in accordance with the procedures as indicated by art. 24 of the EU Regulation nr. 1177/2010*. We remind you that the transport is recognized, as receipt, by the ticket valid for boarding.

This Form does not substitute your rights to send notifications of incidents in accordance with our general transport conditions.

Passenger information	
Name: _____	Surname: _____
E-mail: _____	phone: _____

Date of claim: _____

Claim information	
Departure: _____	Departure time: _____
Trip: _____	Ticket n.: _____

Claim

*We inform our customers that it is possible to file reports to ART, the transport regulatory authority, in accordance with the EU Regulation no. 1177/2010 concerning the rights of passengers travelling by sea and inland waterways (only after you have sent a claim to Liberty Lines S.p.A. and more than 60 days have passed from the time of posting), at Via Nizza 230, 10126 Turin, or at the following e-mail addresses:

- pec@pec.autorita-trasporti.it
- art@autorita-trasporti.it

For further information consult the website: www.autorita-trasporti.it

