



We regret to inform you that your wheelchair/scooter has been mishandled during your recent travel with Frontier Airlines. We sincerely apologize for any inconvenience this may have caused. As a valued customer, we want to ensure that you are fully informed of your rights and the support available to you.

Your Rights and Available Assistance

1. **Filing a Claim:** You have the right to file a claim with Frontier Airlines. Claims can be filed:
 - Directly with an airport agent at the Frontier Airlines baggage service office.
 - Online via our [baggage service office website](#).
2. **Loaner Wheelchair/Scooter:** If your wheelchair/scooter is not immediately available for use, you have the right to receive a loaner wheelchair or scooter from Frontier Airlines. We will make reasonable efforts to provide a temporary mobility device that best meets your needs, including customization options such as seat cushions, footrests, or other essential accessories.
3. **Repair or Replacement with Your Preferred Vendor:** You have the right to select a vendor of your choice for repairs or replacement (if applicable) of your wheelchair or scooter. Frontier Airlines' partner Global Repair Group will work with you and your chosen provider to facilitate the repair or replacement process. If you don't have a preferred vendor, Global Repair Group will be happy to provide one for you.
4. **Complaint Resolution Official (CRO) Assistance:** A trained Complaint Resolution Official (CRO) is available to assist you with any concerns regarding this matter. You may request to speak with a CRO at the airport, or you can contact a CRO at www.flyfrontier.com/customer-service/.

Next Steps

- If you have not yet filed a claim, we encourage you to do so as soon as possible to ensure timely processing.
- If you have already filed a claim, a representative from our repair partner, Global Repair Group, will be reaching out to you to assist with the repair or replacement process.
- If you require a loaner wheelchair/scooter, please inform a Frontier Airlines representative so we can arrange for one promptly.
- If you have any questions or need further assistance, please reach out to Complaint Resolution Official (CRO) at the airport or our Customer Care team at www.flyfrontier.com/customer-service/.

We sincerely apologize for this inconvenience and appreciate the opportunity to assist you in resolving this issue as quickly as possible. Thank you for choosing Frontier Airlines. We are committed to ensuring a smooth resolution to this matter.