



? Untracked purchase

Please submit your claim **between 5 and 10 days** after payment confirmation if you **HAVE NOT** received an iShop **ACKNOWLEDGEMENT email** (be sure to check your spam filter or junk mail box), or the transaction is **NOT** shown in your [iShop Transaction History](#) 5 days after your confirmation of your payment.


*NOTE for Apple Store only: Untracked transaction claims can only be processed **between 10 and 15 days** after your shipment confirmation date (excluding public holidays).

? Tracked purchase (no approval email)

If you **HAVE NOT** received iShop **APPROVAL email** after 120 days of our acknowledgement (make sure to check your spam filter or junk mail box), or transaction **NOT** shown in your [iShop Transaction History](#) within 5 days of your confirmed payment, please submit your claim **within 180 days** of payment confirmation.

? Tracked purchase (mileages not received)

If you **HAVE NOT** received respective mileage credit after 30 days of our approval email, please submit your claim **within 180 days** of payment confirmation.

 [Complete an online form here](#) (ONE transaction claim per form). Your claim will be verified within 5 working days upon receipt.

✉ Untracked purchase

If the **claim is valid**, we will track the sales again and resend the iShop acknowledgement email to you. Mileage credit will then go through the **normal flow** (i.e. corresponding merchant to verify the transaction usually within 120 days. Once you receive the iShop approval email, Asia Miles will then be credited to your account within 30 days.) Your iShop status will also be reflected in your [iShop Transaction History](#) (login required).

If the **claim is invalid**, we will notify you of the merchant's response to the matter.

✉ Tracked purchase

If the **claim is valid**, we will resend the iShop approval email to you. Mileage credit will then go through the **normal flow** (i.e. Asia Miles will then be credited to your account within 30 days.) Your iShop status will also be reflected in your [iShop Transaction History](#) (login required).

If the **claim is invalid**, we will notify you of the merchant's response to the matter.

✉ Tracked purchase

If the **claim is valid**, we will acknowledge your claim by email, and confirm your mileage credit status within the next 30 days.

If the **claim is invalid**, we will notify you of the merchant's response to the matter.