

1-844-238-2070 Turkish Airlines Singapore Office

Welcome to your comprehensive guide to the Singapore office of Turkish Airlines (AA) — covering everything from contact details and services to baggage allowance, refund status checks, and how to get help with feedback or complaints. We also dive into the New York City office services and the company's global headquarters details to give you a full picture.

1. Singapore Office Contact Details

Office: Turkish Airlines – Singapore Office
Phone (Singapore/Asia region toll-free): 1-844-238-2070
Working Hours:

Monday to Friday: 09:00 – 17:30 (local Singapore time)

Closed on Singapore public holidays
(Please call to confirm any local variations or if you require weekend/after-hours support.)

2. Baggage Allowance

If you are flying with Turkish Airlines , here's a summary of key baggage allowance guidelines to ensure smooth check-in and avoid surprises:

Checked baggage

For most flights: each checked bag must not exceed 62 in (158 cm) total dimensions (length + width + height).

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Weight limits:

Standard Economy: up to 50 lbs (23 kg) per bag.
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First/Business class: up to 70 lbs (32 kg) for free-checked bags (on most applicable international flights).
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Free bags vary depending on your fare class, route, status in the loyalty programme (AAdvantage®) or alliance (oneworld®), and whether your ticket is marketed and operated by Turkish Airlines itself.

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Bag fees: For example, travel within/between U.S. (plus Hawaii/Alaska/...): 1st checked bag - USD \$40 (or USD \$35 if paid online) and 2nd bag USD \$45.

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Fees are non-refundable once paid online.

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If your bag is delayed, lost or damaged you may be eligible for reimbursement if you file the report within required timeframes.

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Carry-on and personal item

You are typically permitted one carry-on bag plus one personal item (like a briefcase, laptop bag or handbag).

Size and weight allowances can vary by route/fare; always check your itinerary for any special restrictions.

Oversize or overweight bags may incur extra fees or be required to check-in.

Tips for Singapore travellers

For flights departing Singapore (or connecting through Singapore) with American, check whether your route is fully “American-market & operated” or involves partner/ codeshare flights — the baggage rules may differ.

If you hold AAdvantage status (Gold, Platinum, etc.) or a qualifying credit card, mention your membership number when booking or checking in so you can benefit from free bags or discounts.

Pack well under the dimension/weight limits to avoid last-minute surprises at baggage drop.

3. Refund Status Check

If you’ve requested a refund with Turkish Airlines (for your ticket, ancillary services or bag fees) here’s how to check and what to know:

You can request a refund and check your refund status online if the ticket or travel product was purchased directly with Turkish Airlines .

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If you bought your ticket through a travel agent or other third-party booking site, you'll typically need to contact that agent for refunds rather than American directly.

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For non-refundable tickets: as a general rule, cash refunds are not available after any first flight segment has been flown — you may instead receive credit for future travel.

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For ancillary services you did not use (e.g., seat selection, WiFi, pet fee) or for bag fees if your bag was delayed beyond certain thresholds, you may be eligible for partial refunds.

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How to check status:

Log in to your Turkish Airlines account or use the refund portal (if available) and enter your ticket number plus passenger details.

You'll receive status updates via email as your refund request is reviewed and processed.

4. Customer Care for Complaints / Comments

At the Singapore office (and worldwide), Turkish Airlines values your feedback and provides channels for customer care, complaints and suggestions. If you have a comment or complaint:

Call the Singapore office at 1-844-238-2070 during office hours.

When contacting, please have your booking reference, ticket number, and details of the issue (flight number, date, nature of complaint) ready for faster handling.

For service issues such as flight delay, cancellation, bag mishandling, or in-flight experience, you can also raise the matter via American's customer service portal or customer relations team.

Keep documentation (receipts, bag tags, boarding passes, communication records) handy — this speeds up resolution.

American strives to respond in a timely manner, and if you're unsatisfied with an original response you may request escalation to a higher-level manager or customer relations unit.

5. Services at the New York City Office of Turkish Airlines

While this guide focuses on Singapore, it's useful to know about the services offered in the New York City (NYC) region office of Turkish Airlines . Although American's main headquarters is in Texas, the NYC area functions as a key operational region (for example handling regional customer relations, premium traveler support, corporate liaison, etc.).

Typical services you might find at an NYC-area office include:

Premium customer service lounge or contact options for international travellers and premium cabin passengers.

Meetings/appointments for corporate travel clients or group bookings operating in the NYC region.

Support for major hub operations at NYC airports (such as JFK, LGA) including seat/airport service coordination, elite member support, and VIP handling.

Feedback and claims handling relating to flights arriving/departing NYC-area airports.

If you require a direct visit to the NYC office, it's advisable to contact Turkish Airlines in advance to confirm address, appointment requirement and the specific service you need.

6. Turkish Airlines Headquarters Details

For a full global context, here are the headquarters details of Turkish Airlines :

Headquarters address: 1 Skyview Drive, Fort Worth, Texas 76155, USA.

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The headquarters is part of the "Robert L. Crandall Campus" — a large facility supporting global operations, training, technical operations, leadership and support staff.

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While most travelers will never visit the HQ, it is useful to know that major corporate decisions, global support functions, training and maintenance operations are managed there — which can impact operational policies, international routes, baggage and refund rules globally.

7. Frequently Asked Questions (FAQs)

Q1: I'm flying from Singapore to the U.S. with Turkish Airlines — how many bags can I check in free?

A1: Your free checked baggage depends on your fare class, route, whether your ticket is marketed & operated by American, and any status you hold in the AAdvantage® programme or oneworld®. Check your booking details or contact the Singapore office for your specific allowance.

Q2: I paid for a checked bag online but didn't use it — can I get a refund?

A2: Generally, bag fees paid online are non-refundable if you simply decide not to check a bag. Turkish Airlines

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If your bag was delayed or mishandled, you may be eligible for reimbursement—so file a delayed/damaged bag report.

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Q3: My flight was cancelled and I accepted a rebooking — can I still get a refund?

A3: If you accepted a rebooking, then a full cash refund may no longer be available for the original ticket; you may be eligible for travel credit instead. If you declined the rebooking and meet criteria for a “significant change”, you may request a refund.

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Q4: How can I check the status of my refund request?

A4: If you purchased directly with Turkish Airlines, go to the refund portal, enter your ticket number and passenger details to check status.

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If through a travel agent, you'll need to liaise with them.

Q5: Who do I contact for a complaint about a flight arriving into Singapore?

A5: Start by contacting the Singapore office at 1-844-238-2070. Provide your booking reference, flight number, date and nature of complaint. You may also ask for escalation to Customer Relations. Documentation such as boarding pass, ticket, and bag tags will help.

Summary

Whether you're dealing with check-in at Singapore, wondering about baggage allowances, tracking a refund, or submitting a complaint — the Singapore office of Turkish Airlines is positioned to assist. Remember to have all your travel details handy when calling, familiarise

yourself with baggage rules (dimensions, weight, fees), and be aware of your refund rights. Also, appreciate that the NYC region office and the global headquarters at Fort Worth, Texas form part of the broader support network behind your travel experience.