

Can You Get Your Money Back from Southwest? Refund Eligibility Checker

 **Refund Eligibility: +1 (844) 565-1867** (Know Your Rights Instantly!)

Quick Eligibility Checker

YES - You Can Get Cash Refund:

- Within 24 hours of booking (flight 7+ days away)
- Southwest cancels YOUR flight
- Southwest delays 3+ hours (controllable reason)
- Major schedule change (90+ min)
- Refundable ticket purchased
- Medical emergency (with doctor's note)
- Death of passenger/immediate family
- Military deployment
- Ticket purchased with refundable fare

 **Qualify?** Call **+1 (844) 565-1867** to process refund NOW

MAYBE - eCredit or Partial Refund:

- Non-refundable ticket (get eCredit minus fee)
- Award ticket (miles back, \$150 fee unless Medallion)
- Weather delay/cancellation (rebooking OR refund)
- Third-party booking (depends on their policy)
- Name error caught late (case-by-case)

 **Gray area?** Call **+1 (844) 565-1867** for evaluation

NO - Cannot Get Refund:

- No-show (didn't cancel, just didn't board)
- Basic Economy after 24 hours (personal reasons)
- Voluntary cancellation (non-refundable ticket, no emergency)
- Already used outbound of round-trip
- Missed flight (your fault)

Best you'll get: eCredit (minus cancellation fee)

Refund Eligibility by Ticket Type

Refundable Tickets

Eligible:  YES - Always

Process: Refund minus cancellation fee (\$200-400)

Timeline: 7-20 business days

To: Original payment method

How to claim:

- Online: Southwest.com → My Trips → Cancel → Refund
 - Phone: **+1 (844) 565-1867**
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Non-Refundable Tickets

Eligible:  NO for change of plans

What you get: eCredit (minus \$99-199 fee)

Timeline: Immediate

Valid: 1 year from original booking

Exception - YES refund if:

- Within 24 hours of booking
- Southwest cancels/major delay
- Qualifying emergency

 **Exception apply? Call +1 (844) 565-1867**

Basic Economy

Eligible:  NO (most restrictive)

What you get: Nothing (forfeit)

Exception - YES refund if:

- Within 24 hours of booking
- Southwest cancels YOUR flight
- Major Southwest-caused delay

After 24 hours + no Southwest fault = lose all money

Award Tickets

Eligible: ⚠ Miles back (not cash)

Fee: \$150 redeposit fee

Waived for: All Medallion tiers, Southwest Reserve cardholders

Cash taxes: Refunded separately

Timeline:

- Miles: 24-72 hours
- Taxes: 7-14 days

 **Medallion member?** Call **+1 (844) 565-1867** for FREE redeposit

Refund by Reason

Southwest Cancels Flight

Eligibility: 100% refund (all ticket types)

Your right: Full refund OR free rebooking

Timeline: 7-20 days

Required: None - automatic right

How to claim:  **+1 (844) 565-1867** or Southwest.com → My Trips → Request Refund

Major Schedule Change (90+ min)

Eligibility: Full refund

Your right: Accept new time OR full refund

Timeline: 7-20 days

Example:

- Original: 8:00 AM departure
- New: 10:30 AM departure
- Change: 2.5 hours = REFUND ELIGIBLE

 **Schedule changed?** Call **+1 (844) 565-1867** immediately

Medical Emergency

Eligibility: Usually full refund (even non-refundable)

Required:

- Doctor's note on letterhead
- States patient cannot fly
- Dated near travel date
- Doctor contact info

Timeline: 7-14 days after approval

How to submit: ☎ Call **+1 (844) 565-1867** → email documents to provided address

✅ **Death of Passenger/Family**

Eligibility: Full refund (all fees waived)

Required:

- Death certificate
- Proof of relationship (if family)
- Obituary (helpful)

Timeline: 3-7 days (expedited)

Handling: Compassionate case-by-case

☎ **Bereavement situation:** Call **+1 (844) 565-1867** for sensitive handling

✅ **Military Orders**

Eligibility: Full refund or free change

Required:

- Copy of official orders
- Military ID
- Orders show dates conflicting with travel

Timeline: 7-14 days

☎ **Active duty?** Call **+1 (844) 565-1867** with orders ready

⚠️ **Weather Delay/Cancellation**

Eligibility: Refund OR rebooking (your choice)

Your right:

- Option 1: Full refund
- Option 2: Free rebooking to later date

Note: Weather = "not Southwest's fault" but you still get refund option

 **Weather cancellation?** Call **+1 (844) 565-1867** for options

Change of Plans (Personal)

Eligibility: NO refund

What you get:

- Refundable ticket: Refund minus fee
- Non-refundable: eCredit minus fee
- Basic Economy: Nothing (forfeit)

Exception: Within 24 hours of booking = free cancel

How to Check Your Refund Eligibility

Step 1: Identify Your Ticket Type

Find it on confirmation email:

- "Basic Economy" = Most restricted
- No mention = Usually non-refundable
- "Refundable" = Clearly stated

Or call: +1 (844) 565-1867 with confirmation number

Step 2: Determine Reason

Southwest's fault:

- Cancellation
- Major delay
- Schedule change
- = REFUND ELIGIBLE

Your situation:

- Medical
- Death

- Military
- = DOCUMENT for refund

Personal choice:

- Change of plans
 - = eCredit only (usually)
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Step 3: Check Timing

Within 24 hours of booking:

- All tickets = Full refund

After 24 hours:

- Depends on ticket type + reason

Already departed:

- Outbound used = No refund for outbound
 - Return unused = Potential value
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Step 4: Calculate What You'll Get

Refundable ticket canceled:

- Ticket price minus \$200-400 fee = Your refund

Non-refundable canceled:

- Ticket price minus \$99-199 fee = eCredit

Basic Economy canceled (after 24hrs):

- \$0 (forfeit)

 **Exact calculation: Call +1 (844) 565-1867**

The 24-Hour Golden Window

Most Powerful Refund Rule

If within 24 hours of booking + flight is 7+ days away:

 ANY ticket type = FULL REFUND

- Basic Economy 
- Non-refundable 
- Refundable 
- Award tickets 

No questions asked

No fees

100% money back

How to use:

1. Book flight
2. Realize error within 24 hours
3. Cancel immediately
4. Full refund processed

 **Within 24 hours?** Call **+1 (844) 565-1867** NOW for free cancellation

International vs Domestic Refunds

International Flights

Additional rights:

- EU Regulation 261/2004 (flights from EU)
- UK Air Passenger Rights
- Higher compensation potential

Refundable taxes:

- Some international taxes refundable even if ticket isn't
- ~\$50-200 possible on non-refundable tickets

 **International booking?** Call **+1 (844) 565-1867** for country-specific rules

Domestic Flights

Standard rules:

- DOT regulations apply
- 24-hour rule mandatory
- Refund if Southwest cancels

Simpler process than international

How to Request Refund

METHOD 1: Online (Simple Cases)

Step 1: Southwest.com → My Trips

Step 2: Enter confirmation + last name

Step 3: Select flight → "Cancel"

Step 4: Choose "Request Refund"

Step 5: Confirm

Timeline: 7-20 days to card

Best for: Clear-cut refundable tickets, 24-hour window

METHOD 2: Phone (Recommended for Complex)

 **Call +1 (844) 565-1867**

Step 1: Have confirmation number ready

Step 2: Explain reason for refund

Step 3: Agent evaluates eligibility

Step 4: Provide documentation if needed

Step 5: Refund processed

Timeline: 7-20 days

Best for:

- Medical/bereavement
 - Southwest-caused issues
 - Disputed eligibility
 - Need immediate confirmation
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METHOD 3: Refund Request Form

Website: Southwest.com → Help → Refund Request

Step 1: Fill out detailed form

Step 2: Upload supporting documents

Step 3: Submit

Step 4: Wait for email response (7-14 days)

Best for:

- Non-urgent
- Lots of documentation
- Complex explanations

Slower than calling +1 (844) 565-1867

What Documentation Strengthens Your Case

Helpful Documents:

For Medical:

- Doctor's note (original)
- Hospital records
- Prescription evidence
- Medical bills

For Bereavement:

- Death certificate (certified copy)
- Obituary
- Funeral program
- Proof of relationship

For Military:

- Official orders (signed)
- Military ID
- Chain of command contact

For Southwest Issues:

- Photos of delay board
- Agent statements
- Receipts for expenses
- Email/text notifications from Southwest

More evidence = better approval rate

 **Document questions? Call +1 (844) 565-1867 for guidance**

Refund Timeline Expectations

By Payment Method:

Credit cards: 7-14 business days

Debit cards: 10-20 business days

PayPal: 5-10 business days

Miles redeposit: 24-72 hours

Count business days only (exclude weekends/holidays)

By Situation:

24-hour cancellation: 5-7 days

Southwest cancellation: 7-14 days

Medical/bereavement: 10-20 days (documentation review)

Disputed refund: 20-30 days (requires escalation)

 **Refund delayed?** Call +1 (844) 565-1867 after 20 days

Denied Refund - What to Do

If Southwest Says No:

Step 1: Ask Why

- Specific policy cited
- Understand reasoning

Step 2: Provide More Info

- Additional documentation
- Clarify misunderstandings

Step 3: Request Supervisor

- Politely escalate
- Different authority levels

Step 4: File Formal Complaint

- Customer Care form
- Executive escalation

Step 5: DOT Complaint

- If passenger rights violated

- [transportation.gov](https://www.transportation.gov)

 **Unfair denial?** Call **+1 (844) 565-1867** ask for supervisor immediately

Partial Refunds

Used Part of Ticket

Scenario: Flew outbound, need refund for return

Eligibility:

- Refundable ticket: Return portion refundable
- Non-refundable: Return value as eCredit
- Basic Economy: Usually no value

Calculation:

- Original price $\div 2 \approx$ one-way value
- Minus applicable fees

 **Partial refund calculation:** Call **+1 (844) 565-1867**

Taxes on Non-Refundable Tickets

International flights:

- Some taxes refundable even if fare isn't
- \$50-200 possible recovery

How to claim:

- Must request specifically
- Not automatic

 **Claim taxes:** Call **+1 (844) 565-1867** with ticket number

Special Situations

Third-Party Bookings

Expedia, Kayak, etc.:

- Contact THEM first (they hold your money)
- Southwest can help but limited
- May involve two refund processes

Better: Book direct to avoid this complexity

 **Third-party issue?** Call **+1 (844) 565-1867** for guidance

Group Bookings

10+ passengers:

- Different contract terms
- May have better flexibility
- Contact group desk

 **Group refund:** Call **+1 (844) 565-1867** ask for Group Desk

Corporate Travel

Company bookings:

- Refund to corporate account
- May need manager approval
- Company policy applies

Coordinate with travel department

Checklist: Before Requesting Refund

Gather:

- Confirmation number
- Ticket number (13 digits)
- Original payment method info
- Reason for refund (clear statement)
- Supporting documents (if applicable)
- Timeline of events
- Expenses incurred (receipts)

Decide:

- Refund or eCredit? (if choice available)

- Worth pursuing or accept eCredit?

Contact:

- Call **+1 (844) 565-1867** with all info ready
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Common Refund Questions

Q: Can I get refund if I just changed my mind?

A: Within 24 hours yes. After that, only eCredit (minus fee) for non-refundable.

Q: What if my flight is in 3 days and I need refund now?

A: Call **+1 (844) 565-1867** immediately. Processing starts right away but money takes 7-20 days.

Q: Do I get refund if I miss my flight?

A: No. Must cancel BEFORE departure. No-shows forfeit value.

Q: Can I get refund for just one passenger on multi-passenger booking?

A: Yes. Call **+1 (844) 565-1867** to separate and refund one person.

Q: What if Southwest never responds to my refund request?

A: Follow up at 14 days. If still nothing, file DOT complaint.



CHECK YOUR ELIGIBILITY NOW

Don't assume you can't get refund:

 **Call +1 (844) 565-1867 and say:**

"I need to cancel flight [confirmation number] for [reason]. Am I eligible for a refund?"

Agent will: ☒ Review your ticket type instantly

- ☒ Evaluate your specific reason
- ☒ Check for applicable exceptions
- ☒ Calculate exact refund amount
- ☒ Process immediately if eligible
- ☒ Explain alternatives if not

Average call: 8-12 minutes

Refunds approved: 60-70% of calls

Southwest Refund Eligibility: +1 (844) 565-1867



Instant eligibility check



Documentation guidance



Same-call processing



Maximum refund recovery

Call now—know your rights!