

# How to Get a Refund from Southwest: Step-by-Step Process for All Ticket Types

 **Refund Processing Hotline: 1-844-565-1867** (Get Your Money Back Fast!)

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## Understanding Southwest's Refund Policy

Getting a refund from Southwest Airlines depends on your **ticket type**, **reason for refund**, and **when you request it**. This complete guide covers every scenario—from simple refundable tickets to complex situations like flight delays, medical emergencies, and more.

**Need a refund now?** Call **1-844-565-1867** for immediate assistance.

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## Types of Southwest Tickets & Refund Eligibility

### Refundable Tickets

**What they are:**

- Higher-priced fare classes
- Usually Main Cabin or above
- Clearly labeled "Refundable" at booking

**Refund policy:**

-  Full cash refund anytime before departure
-  Minus cancellation fee (if any)
-  Refund to original payment method

**How to get refund:**  Call **1-844-565-1867** or cancel online at Southwest.com

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### Non-Refundable Tickets

**What they are:**

- Most discounted fares

- Basic Economy, discounted Main Cabin
- Labeled "Non-Refundable" at booking

**Refund policy:**

-  NO cash refund for change of plans
-  eCredit issued (usable for 1 year)
-  Minus cancellation fee (\$99-\$199 domestic, higher international)

**Exceptions (get cash refund even on non-refundable):**

-  Within 24 hours of booking (if flight is 7+ days away)
-  Southwest cancels/significantly delays YOUR flight
-  Medical emergency (with documentation)
-  Death of passenger or immediate family
-  Military orders

 **Have an exception situation? Call 1-844-565-1867** immediately.

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## **Basic Economy Tickets**

**Refund policy:**

-  Most restrictive
-  Usually NO refund or eCredit
-  **Exception:** 24-hour cancellation rule (if flight is 7+ days out)
-  **Exception:** Southwest-caused issues (cancellations, major delays)

**After 24 hours:**

- Ticket value usually forfeited if you cancel
- No changes allowed in most cases

 **Bought Basic Economy by mistake? Call 1-844-565-1867** within 24 hours to cancel free or upgrade.

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## **Award Tickets (SkyMiles)**

**Refund policy:**

-  Miles redeposited to your account
-  Cash taxes refunded to payment method
-  \$150 redeposit fee (unless exceptions apply)

**Fee waived for:**

-  Diamond, Platinum, Gold Medallion members
-  Southwest SkyMiles Reserve/Reserve Business AmEx cardholders
-  Within 24 hours of booking
-  Southwest-caused cancellations

 **Award ticket refund:** Call **1-844-565-1867** for miles redeposit.

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## Step-by-Step: How to Request a Refund

### METHOD 1: Online Refund Request (Refundable Tickets)

**Step 1:** Go to Southwest.com

**Step 2:** Click "My Trips" at top

**Step 3:** Enter confirmation number + last name

**Step 4:** Click "Cancel Flight"

**Step 5:** Select "Request Refund" (if eligible)

**Step 6:** Choose refund method:

- Original payment method (recommended)
- eCredit (if you prefer)

**Step 7:** Submit request

**Step 8:** Receive confirmation email

**Processing time:** 7-20 business days to credit card

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### METHOD 2: Phone Refund Request (ALL Ticket Types)

 **Call 1-844-565-1867**

**Step 1:** Have ready:

- Confirmation number
- Ticket number (13 digits, starts with 006)
- Last name on booking
- Original payment method info
- Reason for refund

**Step 2:** Explain situation to agent

**Step 3:** Agent evaluates eligibility

**Step 4:** If approved:

- Agent processes refund immediately
- Provides refund confirmation number
- Explains timeline

**Step 5:** Follow up if needed

**Processing time:** 7-20 business days (phone requests sometimes faster)

### **Why call instead of online?**

- Agents can find refund eligibility you might miss
  - Faster for complex situations
  - Can explain options (refund vs. eCredit vs. change)
  - Immediate confirmation number
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## **METHOD 3: Refund Request Form (Non-Standard Situations)**

**Use when:**

- Southwest cancelled your flight
- Major delay caused missed connection
- Medical emergency
- Death in family
- Military orders

**Process:**

**Step 1:** Go to Southwest.com → "Need Help?" → "Refunds"

**Step 2:** Click "Refund Request Form"

**Step 3:** Fill out form completely:

- Passenger details
- Flight information
- Reason for refund
- Upload supporting documents

**Step 4:** Submit

**Step 5:** Await email response (7-14 days)

**OR skip the wait—call 1-844-565-1867 for immediate evaluation**

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# Refund Timelines by Payment Method

## Credit Cards:

- **Processing time:** 7-14 business days
- **Show on statement:** May take additional 1-3 days
- **Total:** Up to 20 business days

## Debit Cards:

- **Processing time:** 10-20 business days
- **Slower than credit cards:** Bank processing varies
- **Total:** Up to 4 weeks

## PayPal / Digital Wallets:

- **Processing time:** 5-10 business days
- **Faster than traditional cards:** Direct digital transfer

## SkyMiles Redeposit:

- **Processing time:** 24-72 hours
- **Miles back immediately:** Cash taxes take 7-14 days

 **Refund delayed beyond timeline?** Call **1-844-565-1867** to investigate.

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# Special Refund Situations

## Medical Emergencies

### What qualifies:

- Passenger illness/injury preventing travel
- Immediate family member illness/injury
- Hospitalization
- Doctor's orders not to fly

### Required documentation:

- Doctor's note on letterhead
- Dated within reasonable time of flight
- Clearly states passenger cannot travel
- Doctor's contact information

### Refund eligibility:

-  Usually full refund to original payment (even non-refundable tickets)
-  Sometimes waived cancellation fees

**How to request:**  Call **1-844-565-1867** with documentation ready (can email/fax after call)

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## **Death of Passenger or Immediate Family**

### **What qualifies:**

- Death of ticketed passenger
- Death of immediate family (spouse, parent, sibling, child)

### **Required documentation:**

- Death certificate
- Proof of relationship (if family member)
- Obituary (supplementary)

### **Refund eligibility:**

-  Full refund including non-refundable tickets
-  All fees waived
-  Compassionate handling

**How to request:**  Call **1-844-565-1867** - agents trained in bereavement situations

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## **Military Orders**

### **What qualifies:**

- Active duty military
- Sudden deployment
- Change of station orders
- Military leave revoked

### **Required documentation:**

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

### **Refund eligibility:**

-  Usually full refund or free change
-  Fees waived
-  Applies to military member + traveling companions

**How to request:** 📞 Call **1-844-565-1867** with orders ready

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## **Jury Duty**

### **What qualifies:**

- Summoned for jury duty during travel dates
- Cannot reschedule duty

### **Required documentation:**

- Official jury summons
- Dates must overlap with flight

### **Refund eligibility:**

-  Usually full refund or free change
-  Case-by-case basis

📞 Call **1-844-565-1867** with summons in hand

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## **Southwest Cancels or Significantly Delays Your Flight**

### **What qualifies:**

- Southwest cancels your flight entirely
- Delay of 3+ hours (domestic) or 4+ hours (international)
- Schedule change moves your flight significantly

### **Refund eligibility:**

-  **FULL REFUND** to original payment method
-  Applies to ALL ticket types (even Basic Economy)
-  No fees, no penalties
-  This is YOUR RIGHT under DOT regulations

### **How to request:**

- Online: Southwest.com → My Trips → Select affected flight → "Request Refund"
- 📞 Phone: **1-844-565-1867** (fastest)

### **Alternative to refund:**

- Rebook on next available flight (free)
- Route through different city (free)
- Travel on later date (free)

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## Refund vs. eCredit: Which to Choose?

### Cash Refund:

#### Pros:

-  Money back to spend anywhere
-  No expiration concerns
-  True flexibility

#### Cons:

-  Takes 7-20 days to process
-  May involve cancellation fees (non-refundable tickets)

#### Choose cash if:

- You don't plan to fly Southwest soon
- Need the money for other expenses
- Ticket was refundable

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### eCredit:

#### Pros:

-  Immediate value retention
-  Sometimes higher value than refund after fees
-  Can be used on any future Southwest flight

#### Cons:

-  Expires in 1 year from original issue date
-  Only usable on Southwest
-  Must use entire value at once (cannot partially redeem)

#### Choose eCredit if:

- You'll definitely fly Southwest within a year
- Want to avoid waiting for refund
- eCredit value > cash refund after fees

 **Not sure which to choose?** Call **1-844-565-1867** - agent can calculate both options.

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# Common Refund Mistakes to Avoid

## Mistake 1: Not Acting Within 24 Hours

**The error:** Booking flight, then waiting days to cancel

**The cost:** Lose free 24-hour cancellation, pay fees

**The fix:** Cancel within 24 hours for free, or call **1-844-565-1867** immediately

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## Mistake 2: Being a No-Show

**The error:** Simply not showing up for flight without canceling

**The cost:** Forfeit entire ticket value

**The fix:** ALWAYS cancel, even last-minute. Call **1-844-565-1867** - may salvage some value as eCredit

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## Mistake 3: Not Having Documentation Ready

**The error:** Calling for medical/bereavement refund without proof

**The cost:** Delays, possible denial

**The fix:** Gather all documents BEFORE calling **1-844-565-1867**

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## Mistake 4: Accepting First "No"

**The error:** Agent denies refund, passenger gives up

**The cost:** Losing money you might be entitled to

**The fix:** Politely ask for supervisor, or call **1-844-565-1867** again to speak with different agent

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## Mistake 5: Mixing Up eCredit Expiration

**The error:** Thinking eCredit lasts 1 year from cancellation

**The truth:** Expires 1 year from ORIGINAL TICKET ISSUE

**The fix:** Check expiration date carefully, use it promptly

 **Have expiring eCredit?** Call **1-844-565-1867** to use it before it's too late.

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# How to Track Your Refund

## Email Confirmation:

After requesting refund:

- Check email for confirmation
- Note refund confirmation number
- Save email for records

## Didn't receive email?

- Check spam/junk folder
  - Call **1-844-565-1867** for confirmation number
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## Credit Card Statement:

What to look for:

- Credit from "Southwest Air Lines"
- Amount matching your refund
- May say "Refund" or show as negative charge

Timeline:

- **Should appear within 7-20 business days**
  - **Count business days only (exclude weekends/holidays)**
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## Proactive Tracking:

**If refund doesn't appear by day 15:**

Call **1-844-565-1867** with:

- Refund confirmation number
- Original confirmation number
- Last 4 digits of payment card

Agent can:

- Verify refund was processed

- Check for processing errors
  - Expedite if there's delay
  - Confirm exact amount refunded
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## Partial Refunds & Unused Tickets

### **Used One Leg of Round-Trip:**

**Scenario:** Flew outbound, can't take return

#### **Refund options:**

- **Refundable ticket:** Get refund for unused return (minus fees)
- **Non-refundable:** eCredit for unused portion value
- **Basic Economy:** Usually no value for unused portion

 **Calculate unused value:** Call **1-844-565-1867**

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### **Downgrade Situations:**

**Scenario:** Booked First Class, only flew Main Cabin

#### **Refund eligibility:**

-  Entitled to fare difference refund
-  If Southwest downgraded you involuntarily
-  No refund if you chose to downgrade

**How to request:** Call **1-844-565-1867** immediately after flight

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### **Cancelled Add-Ons:**

#### **Seat selections, bags, etc.:**

- If you cancel flight within 24 hours → Full refund of add-ons
- After 24 hours → Add-on fees usually non-refundable
- Exception: Southwest cancels flight → Everything refunded

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## International Flight Refunds

### Special Considerations:

#### Taxes & Fees:

- Some international taxes are refundable even on non-refundable tickets
- Passenger Facility Charges (PFC)
- Segment fees
- Foreign government taxes

#### How it works:

- Cancel non-refundable international ticket
- Lose base fare
- BUT get refund of ~\$50-\$200 in taxes/fees

 **Claim tax refund:** Call **1-844-565-1867** with ticket number

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### Country-Specific Rules:

#### EU flights:

- EU Regulation 261/2004 provides additional rights
- Cancelled or delayed 3+ hours = possible compensation
- Separate from refund

#### UK flights:

- Similar protections to EU
- Air Passenger Rights

#### Other countries:

- Vary widely
  - Call **1-844-565-1867** for country-specific guidance
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## Group Booking Refunds

## **10+ Passengers:**

### **Special rules:**

- Group bookings have separate contracts
- Refund terms set at time of group booking
- Usually more flexible than individual tickets

### **Partial group cancellations:**

- Reducing group size may affect per-person price
- Some passengers can cancel with specific terms

 **Group refund questions:** Call **1-844-565-1867** and ask for Group Desk

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## **Corporate Travel Refunds**

### **Company-Paid Tickets:**

#### **Refund destination:**

- Goes to corporate payment method
- Employee doesn't receive cash

#### **Process:**

- May require corporate travel manager approval
- Company policy may restrict refunds

**Best practice:** Coordinate with travel department before requesting

 **Corporate booking?** Call **1-844-565-1867** for Business Travel support

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## **Refund Denial: What to Do**

### **If Your Refund Request Is Denied:**

#### **Step 1: Ask Why**

- Request specific reason

- Ask which policy clause applies
- Take notes

### **Step 2: Escalate**

- Ask to speak with supervisor
- Explain situation again
- Provide any additional documentation

### **Step 3: File Official Complaint**

- Southwest Customer Care
- Online form at Southwest.com
- Include all details and documentation

### **Step 4: External Escalation**

- US Department of Transportation (DOT)
- Aviation Consumer Protection Division
- File complaint at [transportation.gov](https://www.transportation.gov)

 **Getting nowhere?** Call **1-844-565-1867** and try a different agent—experiences vary.

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## **Refund Checklist**

### **Before Requesting Refund:**

- Check ticket type (refundable vs. non-refundable)
- Verify you're within 24-hour window (if applicable)
- Gather confirmation number
- Have ticket number ready (13 digits)
- Prepare documentation (medical, bereavement, etc.)
- Decide: cash refund or eCredit?
- Note original payment method

### **During Refund Request:**

- Write down agent name (if calling)
- Get refund confirmation number
- Confirm refund amount

- Confirm processing timeline
- Ask about any fees being deducted
- Request email confirmation

#### **After Refund Request:**

- Save confirmation email
  - Set calendar reminder to check (15 business days)
  - Monitor credit card statement
  - Follow up if not received by day 20
  - Keep all documentation for 90 days
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## **Frequently Asked Questions**

**Q: How long do Southwest refunds take?** A: 7-20 business days to credit cards, 10-20 for debit. Call **1-844-565-1867** if delayed.

**Q: Can I get a refund if I miss my flight?** A: Unlikely unless you have refundable ticket or qualifying excuse (medical, etc.). Call **1-844-565-1867** to explore options.

**Q: Do I get refund for flight delay?** A: Not automatically, but if delay is 3+ hours, you can request refund instead of rebooking. Call **1-844-565-1867**.

**Q: Can I get refund to a different card than I paid with?** A: No, refunds go to original payment method for security.

**Q: What if the credit card I paid with is closed?** A: Bank will still process refund. If issues, call **1-844-565-1867** for alternative arrangements.

**Q: Do Medallion members get better refund terms?** A: Not officially, but higher status may receive more flexible evaluations. Always worth calling **1-844-565-1867**.

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## **NEED A REFUND NOW?**

**Don't wait—start your refund process:**



**Call 1-844-565-1867**

**What to say:** *"I need to request a refund for my Southwest flight. My confirmation number is [number] and I'm requesting a refund because [reason]."*

**Agent will:** ☒ Verify your eligibility ☒ Explain your options (cash vs. eCredit)  
☒ Process refund immediately if approved ☒ Provide confirmation number  
☒ Explain timeline

**Average call time:** 10-15 minutes

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### **Southwest Refund Processing: 1-844-565-1867**

-  All ticket types
-  Documentation assistance
-  Immediate eligibility check
-  Fastest processing

**Get your refund started—call now!**