

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

 **Refund Processing Hotline: 1-844-213-7319** (Get Your Money Back Fast!)

Understanding United's Refund Policy

Getting a refund from United 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 **1-844-213-7319** for immediate assistance.

Types of United 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 **1-844-213-7319** or cancel online at [United.com](https://www.united.com)

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)
-  United cancels/significantly delays YOUR flight
-  Medical emergency (with documentation)
-  Death of passenger or immediate family
-  Military orders

 **Have an exception situation? Call 1-844-213-7319** immediately.

 Basic Economy Tickets

Refund policy:

-  Most restrictive
-  Usually NO refund or eCredit
-  **Exception:** 24-hour cancellation rule (if flight is 7+ days out)
-  **Exception:** United-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 1-844-213-7319** within 24 hours to cancel free or upgrade.

 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
-  United SkyMiles Reserve/Reserve Business AmEx cardholders
-  Within 24 hours of booking
-  United-caused cancellations

 **Award ticket refund:** Call **1-844-213-7319** for miles redeposit.

Step-by-Step: How to Request a Refund

METHOD 1: Online Refund Request (Refundable Tickets)

Step 1: Go to United.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

METHOD 2: Phone Refund Request (ALL Ticket Types)

 **Call 1-844-213-7319**

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:

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

Process:

Step 1: Go to United.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 1-844-213-7319 for immediate evaluation

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 **1-844-213-7319** to investigate.

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 **1-844-213-7319** with documentation ready (can email/fax after call)

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 **1-844-213-7319** - agents trained in bereavement situations

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 **1-844-213-7319** with orders ready

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 **1-844-213-7319** with summons in hand

United Cancels or Significantly Delays Your Flight

What qualifies:

- United 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: United.com → My Trips → Select affected flight → "Request Refund"
- 📞 Phone: **1-844-213-7319** (fastest)

Alternative to refund:

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

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 United soon
- Need the money for other expenses
- Ticket was refundable

eCredit:

Pros:

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

Cons:

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

Choose eCredit if:

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

 **Not sure which to choose?** Call **1-844-213-7319** - agent can calculate both options.

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 **1-844-213-7319** immediately

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 **1-844-213-7319** - may salvage some value as eCredit

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 **1-844-213-7319**

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 **1-844-213-7319** again to speak with different agent

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 **1-844-213-7319** to use it before it's too late.

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 **1-844-213-7319** for confirmation number
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Credit Card Statement:

What to look for:

- Credit from "United 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 **1-844-213-7319** 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 **1-844-213-7319**

Downgrade Situations:

Scenario: Booked First Class, only flew Main Cabin

Refund eligibility:

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

How to request: Call **1-844-213-7319** immediately after flight

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: United cancels flight → Everything refunded

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 **1-844-213-7319** with ticket number

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 **1-844-213-7319** 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 **1-844-213-7319** and ask for Group Desk

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 **1-844-213-7319** for Business Travel support

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

- United Customer Care
- Online form at [United.com](https://www.united.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 **1-844-213-7319** and try a different agent—experiences vary.

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 United refunds take? A: 7-20 business days to credit cards, 10-20 for debit. Call **1-844-213-7319** 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 **1-844-213-7319** 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 **1-844-213-7319**.

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 **1-844-213-7319** 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 **1-844-213-7319**.



NEED A REFUND NOW?

Don't wait—start your refund process:



Call 1-844-213-7319

What to say: *"I need to request a refund for my United 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

United Refund Processing: 1-844-213-7319

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

Get your refund started—call now!