

# How to Get a Refund from United Airlines

## United Refund Guide: Cash Refunds, eCredits, 24-Hour Rule, Refund Status & All Refund Scenarios

To request a United refund, call:

■ **United Refunds Department — Direct Line:**

**+1-800-847-0578** ■ **United Customer Service — 24/7:**

**+1-844-213-7319**

■ **International Callers — United Refunds: +1-844-569-1450** Getting

a refund from United Airlines is one of the most commonly searched topics by air travelers. Whether you need a full cash refund after United cancelled your flight, want to use the 24-hour rule, or need to convert an eCredit back to cash, this complete guide covers every refund scenario with step-by-step instructions and the exact phone numbers to use. The dedicated Refunds Department is at **+1-800-847-0578** (Mon–Fri 8 AM–7 PM ET). The general line **+1-844-213-7319** handles refunds 24/7. International callers use **+1-844-569-1450**.

## How Do I Request a Refund from United Airlines?

To request a United refund: cancel your flight online at United.com under 'My Trips,' submit a refund form at United.com/refund, or call the Refunds Department at +1-800-847-0578. For refundable tickets and United-cancelled flights, always request a cash refund explicitly — not an eCredit.

**Step 1.** Go to **United.com/refund** or call **+1-800-847-0578** (Refunds Department).

**Step 2.** Have your booking confirmation (PNR), ticket number (starts with 006), and payment method details ready.

**Step 3.** State clearly you are requesting a **cash refund to your original payment method** — not an eCredit.

**Step 4.** If United cancelled your flight, mention this explicitly — you are legally entitled to a cash refund under DOT regulations.

**Step 5.** Note your refund request reference number for follow-up.

**Step 6.** Allow 7–10 business days for credit card refunds and up to 20 days for debit cards.

## Does United Give Refunds on Non-Refundable Tickets?

 Non-refundable

United tickets receive a full United eCredit — not a cash refund — when cancelled voluntarily. You receive a full cash refund if United cancels your flight, if you cancel within 24 hours of booking, or if you

have a documented qualifying emergency. Call +1-800-847-0578 for refund assistance.

The term 'non-refundable' refers only to cash refunds — not to the ticket's value. A non-refundable ticket preserves full value as a United eCredit when cancelled outside the 24-hour window. If United is responsible for the cancellation, the ticket becomes fully refundable to cash regardless of what the fare says. Always ask for cash when United cancels — call +1-800-847-0578.

## Can I Get a Cash Refund Instead of a United eCredit?

Yes — in three situations: (1) United cancelled your flight — legally entitled to cash refund. (2) You cancel within 24 hours of booking. (3) You purchased a refundable ticket. For any of these, call +1-800-847-0578 and say explicitly: 'I want a cash refund, not an eCredit.'

When United cancels your flight, the airline's automated system sometimes defaults to issuing an eCredit. You have a legal right to a cash refund and must ask for it explicitly. Call +1-800-847-0578 and reference 'DOT refund regulations for cancelled flights.' If you already accepted an eCredit after a United-cancelled flight, call within a reasonable timeframe — they can still convert it to cash in most cases.

**■ Request Your Cash Refund — Call Now: +1-800-847-0578**

## How Long Does a United Refund Take?

United refunds to credit cards take 7–10 business days. Debit card refunds take up to 20 business days. eCredits are issued instantly. If you haven't received your refund after the expected timeframe, call +1-800-847-0578 with your refund reference number.

- **Credit card (Visa, Mastercard, Amex, Discover):** 7–10 business days.
- **Debit card:** Up to 20 business days — bank clearing adds additional time.
- **United eCredit:** Immediate — visible in your MileagePlus account within minutes. •

**Check (cash purchases):** Up to 20 business days — mailed to address on file. • **Refund not arrived?** Call +1-800-847-0578 with your cancellation confirmation number.

## How Do I Get a Refund for a United Cancelled Flight?

If United cancels your flight, call +1-844-213-7319 or +1-800-847-0578 and say: 'My flight was cancelled by United and I am requesting a full cash refund to my original payment method.' You are legally entitled to a cash refund — not just an eCredit — under U.S. DOT regulations.

DOT regulations are clear: when an airline cancels a flight, the passenger is entitled to a full refund to the original form of payment. This applies to all fare types including Basic Economy. United is required

by law to offer this option. If a United agent pushes back, ask for a supervisor and reference 'DOT refund regulations for cancelled flights.' You can also submit a refund request at [United.com/refund](https://www.united.com/refund), or escalate

to the DOT at [airconsumer.dot.gov](https://airconsumer.dot.gov) if unresolved.

## **What Is United's 24-Hour Refund Policy?**

United's 24-hour refund policy allows any passenger to cancel within 24 hours of purchase for a full cash refund — all fare types including Basic Economy — provided the flight departs at least 7 days after the booking date. Cancel at [United.com](https://www.united.com) or call +1-844-213-7319 immediately to use this free cancellation window.

The 24-hour rule is a U.S. federal DOT regulation. The window begins at the moment your payment is confirmed. This applies to ALL fare types — even Basic Economy, which otherwise has zero refund value. If you realize you've made a booking error, act immediately — call +1-844-213-7319 right now. International callers use +1-844-569-1450.

## **How Do I Check My United Refund Status?**

Check your United refund status by calling +1-800-847-0578 with your refund reference number or original booking PNR. For eCredits, log in to your MileagePlus account at [United.com](https://www.united.com) — they appear immediately after cancellation. Credit card refunds appear on your statement within 7–10 business days.

When you cancel and request a refund, United provides a refund reference number in your confirmation email. If you did not receive one, call +1-800-847-0578 with your original PNR and passenger name — agents can locate your refund record and provide a status update. International passengers can call +1-844-569-1450 for refund status inquiries.

## **Can I Get a Refund for United Baggage Fees?**

Yes — United baggage fees are refundable when: United cancels your flight, your bag was lost and never recovered, or you cancelled within 24 hours of booking. Baggage fee refunds are not automatic — call +1-844-213-7319 to request them separately.

Baggage fee refunds require an explicit request. If your flight was cancelled by United, any pre-paid checked bag fees should be refunded with your ticket — verify this when you call. For lost bags, United's liability for domestic flights is up to \$3,800 per passenger. File a claim at the airport immediately and follow up with +1-844-213-7319.

## **How Do I Get a Refund for a United Refundable Ticket?**

Refundable United tickets can be cancelled at any time before departure for a full cash refund to your original payment method. Cancel online at [United.com](https://www.united.com) under 'My Trips' or call +1-844-213-7319.

Refunds process within 7–10 business days for credit cards.

Refundable fares offer complete flexibility — a refundable ticket can be cancelled even 10 minutes before departure for a full cash refund. If you accidentally receive an eCredit instead of a cash refund on a refundable ticket, call +1-800-847-0578 and request correction. The Refunds team can identify your fare type and issue the correct cash refund.

## What If United Denies My Refund Request?

If United denies a refund you believe you are owed, escalate by: (1) asking for a supervisor at +1-800-847-0578, (2) submitting a formal complaint at [United.com/feedback](https://www.united.com/feedback), (3) filing a complaint with the DOT at [airconsumer.dot.gov](https://www.airconsumer.dot.gov), or (4) disputing the charge with your credit card company.

Credit card chargebacks are a strong last-resort — especially for DOT-mandated refunds after airline-caused cancellations. Contact your card issuer and explain the airline cancelled the service and refused the required refund. DOT complaints require airlines to respond within 60 days. Always try direct resolution with United first at +1-800-847-0578.

**Escalate United Refund — Call Now: +1-800-847-0578**

## Can I Get a Refund on a United Vacation Package?

United Vacation package refunds depend on the specific package terms. The flight portion follows United's standard policy; hotel and car rental components have their own cancellation terms. For United Vacations refunds, call +1-844-569-1450 rather than the general customer service number.

United Vacations packages bundle flights, hotels, and sometimes car rentals. Each component may have a different refund policy. The flight portion follows United's standard cancellation policy (eCredit or cash depending on fare type). Hotels may have their own cancellation deadlines — check your package terms before cancelling.

**How Do I Get a Refund for a United MileagePlus Award Ticket?** Cancel your United award ticket at [United.com](https://www.united.com) or by calling +1-844-213-7319. Miles are redeposited to your MileagePlus account within 3–5 business days. Any cash taxes or fees paid are refunded to your original payment method within 7–10 business days.

Miles are redeposited directly to your MileagePlus account — no extra steps needed. Cash taxes and carrier fees are refunded to the original payment method. Diamond Medallion members get free redeposit of miles. Other Medallion tiers may have a small redeposit fee depending on ticket type. Call +1-844-213-7319 for current redeposit fee information by status level.

## What Is the United Refund Phone Number?

The dedicated United Refunds Department number is +1-800-847-0578 (Mon–Fri 8 AM–7 PM ET). For 24/7 refund assistance, call the general line at +1-844-213-7319. For MileagePlus award ticket refunds, call +1-844-213-7319. International callers use +1-844-569-1450.

Knowing the right number saves time. For standard refund requests and eCredit-to-cash conversions, +1-800-847-0578 is your most direct route. For urgent 24/7 refund needs, +1-844-213-7319 agents can initiate refund requests at any hour. International passengers calling from outside the US should use +1-844-569-1450 for the most reliable connection.

## Frequently Asked Questions

### **Q: What is the United refund phone number?**

A: The dedicated United Refunds Department number is +1-800-847-0578 (Mon–Fri 8 AM–7 PM ET). For 24/7 refund assistance call +1-844-213-7319. International callers use +1-844-569-1450.

### **Q: Can I get a refund on a United ticket if I'm sick?**

A: United handles medical refund requests case-by-case. With a doctor's letter or medical documentation, supervisors at +1-800-847-0578 can sometimes convert a non-refundable eCredit to a cash refund or grant a fare waiver.

### **Q: How do I cancel United and get an eCredit?**

A: Cancel at United.com (My Trips → select booking → Cancel Flight) or call +1-844-213-7319. For non-refundable Main Cabin and above tickets, a full eCredit is automatically issued — no additional steps needed.

### **Q: Can I transfer my United refund to someone else?**

A: No. United refunds and eCredits are non-transferable. A cash refund goes to the original payment method. eCredits are tied to the named passenger's MileagePlus account.

### **Q: What if I booked through a travel agent and need a refund?**

A: Contact your travel agent first — they hold the ticket and must initiate the refund with United. For urgent situations (United-cancelled flight), you may also call United directly at +1-800-847-0578.

**■ United Refunds Department — Call Now:**

**+1-800-847-0578 ■ United Customer Service — 24/7:**

**+1-844-213-7319**

**■ International Callers: +1-844-569-1450**

This article is for informational purposes only. United Air Lines policies are subject to change. Always verify the latest information at United.com or by calling +1-844-213-7319.