

How do I apply for a refund with United Airlines?

If you'd like to request a courtesy refund with United Airlines 1- 877 - 677 - [IFLY] due to illness or death in the family, you can easily do so following the steps below. Please note that any refund would be at the discretion of United Airlines and never guaranteed.

Here are the steps to apply for a refund with United Airlines:

1. Head to the [United Airlines Refund Center](#).
2. Under the Request a Refund tab, enter your personal information under section 1: "Your Information."
3. Alternatively you can contact 1-877-677-IFLY
3. Next, click on "Add flight" under section 2: "Select items for refund." A new window will appear and you will be prompted to enter your last name and your ticket number.

Contact Information

Please enter your information exactly as it appears on your reservation.

Title	▼	██████████	☰	██████████	Suffix	▼
United States +1	▼	██████████		██████████		
██████████				Street address line 2		
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United States			▼			

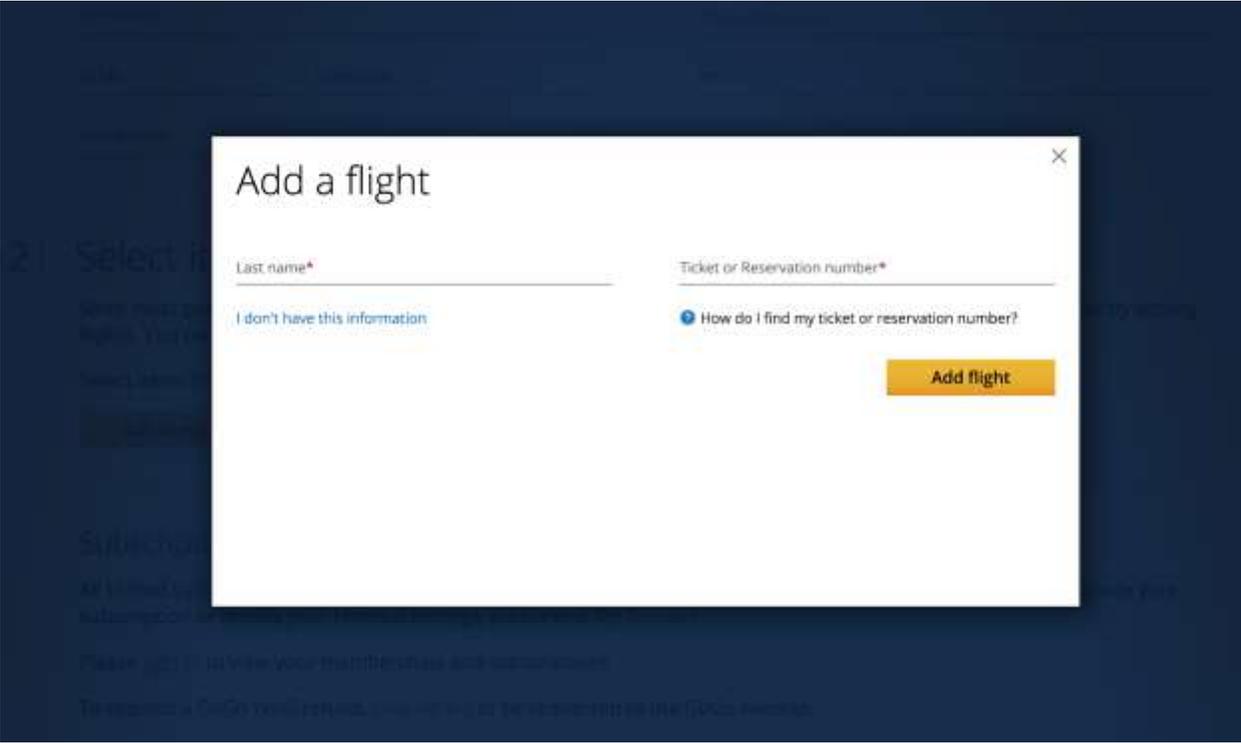
2 | Select items for refund

Since most purchases are linked to your reservation, you can quickly select items you'd like to request a refund for by adding flights. You can add up to 15 items to your refund request.

Select items from a specific flight or enter your receipt details manually. [How do I find this?](#)

OR

4. Click on "Add flights" once again and your booking information will then appear.



5. Click on the arrow next to your first flight (circled in red below)

2 | Select items for refund

Since most purchases are linked to your reservation, you can quickly select items you'd like to request a refund for by adding flights. You can add up to 15 items to your refund request.



The screenshot shows a form with two rows of input fields. Each row contains a flight number (e.g., Flight Number:427) and a dropdown menu. The dropdown menu for the first row is highlighted with a red circle. Below the first row is a horizontal line, and below the second row is another horizontal line.

Select items from a specific flight or enter your receipt details manually. [How do I find this?](#)

OR

Subscriptions and memberships

All United subscriptions are nonrefundable, and refunds will not be given for individual flights. If you'd like to upgrade your subscription or modify your renewal settings, please visit [My Account](#).

6. You'll need to check the box "My purchase isn't listed" for each flight on your reservation. You will then be prompted to enter the name of the item for which you are requesting a refund. In this case, type "Ticket" and enter your ticket number listed above.

2 | Select items for refund

Since most purchases are linked to your reservation, you can quickly select items you'd like to request a refund for by adding flights. You can add up to 15 items to your refund request.

The screenshot displays a user interface for selecting items for a refund. It features two identical rows of input fields. Each row starts with a large black redacted box, followed by a right-pointing arrow, and another large black redacted box with a small upward-pointing triangle. Below this, there is a checked checkbox labeled "My purchase isn't listed." followed by a "Ticket:" label and a horizontal line. To the right of this line is another large black redacted box. Below the "Ticket:" line is a "+ Add another item" link. At the bottom right of each row is a "Remove" link.

Select items from a specific flight or enter your receipt details manually. [How do I find this?](#)

OR

7. Scroll down to section 3: "The details." You will have the opportunity to describe the reason for your refund request in the text box

3 | The details

Please explain reason for your refund request.*



953/1000characters

Attach files

Use this option to attach up to 3 files to your refund request. Only the following file types will be accepted: .doc, .docx, .jpeg, .png, .xlsx, .xls, .pdf, .txt, and .csv. File size should not exceed 2 MB.

Choose file

8. After entering the reason for your refund request in free-form, you will be required to submit supporting documents (e.g. Official doctor's certificate or death certificate).

Once you've uploaded the supporting documents, you'll need to provide your email address under section 4: "How to get back to you."

Attach files

Use this option to attach up to 3 files to your refund request. Only the following file types will be accepted: .doc, .docx, .jpeg, .png, .xlsx, .xls, .pdf, .txt, and .csv. File size should not exceed 2 MB.



Choose file

4 | How to get back to you

All refunds are credited to the original form of payment used. Please allow up to seven business days for a refund to post to your credit card. If the refund does not post within one billing cycle, please contact your credit card company for information. For all other forms of payment please allow up to 20 days for a refund to be processed.

Submit

9. To finalize your request, click on 'Submit' at the bottom of the page. Once submitted, the website will display a confirmation page for your request. Be sure to save this for your records.

Refund request confirmation

Your refund request has been successfully submitted, and you'll be notified once we've reviewed the details.

Item name	Document or ticket number	Tracking number
Ticket	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

1 file(s) were attached to this request.

If you're requesting a credit card refund, please allow seven business days for your refund to process. If the refund doesn't post to your credit card within one billing cycle, you'll need to contact your credit card company. For all other forms of payment, including cash refunds, please allow 20 business days for your refund to process.

Check your refund status at any time by visiting our [Refund Status](#) page and entering your document, ticket or tracking number.

Thanks for choosing United, and we hope to see you on board again soon.

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