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You are now chatting with Kolten

Hi Kash.

**Kolten • 9:36 AM**

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**Kolten • 9:36 AM**

Hi Kolten

**kash • 9:36 AM**

?

**kash • 9:38 AM**

Kash, how may I assist you today?

**Kolten • 9:38 AM**

I purchased a ticket from Tehran to San Diego for July 28

**kash • 9:39 AM**

the flight was canceled by British

**kash • 9:39 AM**

I have talked to Cheapoair 3 times to see how do  
I get refund

**kash • 9:40 AM**

but haven't gotten anything so far

**kash • 9:40 AM**

I'd be happy to assist you with your query.

**Kolten • 9:40 AM**

Please help me with your 8 digits booking  
number and billing phone number.

**Kolten • 9:40 AM**

35204489

**kash • 9:41 AM**

Thank you for providing me with your booking  
number.

Please provide your billing phone number for the  
verification which you have used for your  
booking.

**Kolten • 9:42 AM**

714-872-6407

**kash • 9:43 AM**

15058 via hondonada, AptC, san diego ca

**kash • 9:43 AM**

92129

**kash • 9:43 AM**

Thank you for the information.

**Kolten • 9:48 AM**

There was a schedule change in your booking.  
Your call back is already arranged from schedule  
change department. They are working with  
airlines for refund. However, you will receive a  
call back from our schedule change department  
within 2-3 business days.

**Kolten • 9:49 AM**

Before you go, is there anything else I can help  
you with?

**Kolten • 9:49 AM**

I talked to British and they told me they refunded the money already

**kash • 9:50 AM**

I don't why you don't give me the refund

**kash • 9:51 AM**

We need to take an approval from airlines. Once the approval is done then we will process the refund. As I told you that our schedule team is working with airlines for refund.

**Kolten • 9:52 AM**

Do you have any further questions for me?

**Kolten • 9:52 AM**

the quality of your service is very bad

**kash • 9:52 AM**

I'm totally unsatisfied

**kash • 9:52 AM**

you canceled my ticket but never gave me a call to inform me

**kash • 9:53 AM**

I called your company and told them that my flight was canceled

**kash • 9:53 AM**

now I need the refund but you don't give me my money back

**kash • 9:53 AM**

you even didn't talk about the penalty that you should give me

**kash • 9:54 AM**

We would like to inform you that routings and schedule of the flights are been operated by airline itself. We do not play a role in deciding these changes. The airlines undergo schedule changes which can at times be very inconvenient to the passengers but unfortunately this has become a regular phenomenon in the air travel scenario.

**Kolten • 9:56 AM**

Your call back is already arranged from schedule change department. They are working with airlines for refund. However, you will receive a call back from our schedule change department within 2-3 business days.

**Kolten • 9:56 AM**

it's not acceptable, I didn't get any call from the airline too since they didn't have my contact info

**kash • 9:57 AM**

you as my travel agency should have contacted me for this matter

**kash • 9:58 AM**

now I have to buy another ticket with higher price

**kash • 9:58 AM**

I am really very sorry to hear that.

**Kolten • 10:01 AM**

Thank you for your sympathy but I blame Cheapoair for this issue

**kash • 10:03 AM**

please process my refund asap

**kash • 10:03 AM**

I'm gonna talk to your manager

**kash • 10:03 AM**

I need to have my money asap

**kash • 10:03 AM**

If you want to speak to our Manager then you may call our customer service number at 1-800-566-2345 and ask for the Manager if you are calling within United States. However, if you are calling outside from United States then call at 001-212-478-0335 number.

**Kolten • 10:11 AM**

Before you go, is there anything else I can help you with?

**Kolten • 10:11 AM**

alright, thank you!

**kash • 10:12 AM**

Thank you for chatting with cheapoair today. It has been a pleasure assisting you. Should you need further assistance today, please click on the chat button to chat with us again. We appreciate your business. You may click the Close button on the chat window to close this chat.

**Kolten • 10:20 AM**