

Use our tool to learn more about the different things you can be refunded for. Or, use our [refund form](#) to request a refund and check its status.

Select a category

Seats



## Seats



### Advanced seat assignments and Economy Plus

In some cases, like a last-minute change of planes or flight disruptions, you may be moved to a different seat than the one you originally chose. When this happens, you should get a new boarding pass.

If you're moved to a new seat that is of a lesser value than the one you originally paid for, you'll receive a refund in one of two ways:

- If you were given a new boarding pass, you'll automatically be refunded the fees for your original seat.
- If you weren't given a new boarding pass, [complete the refund request form](#) to receive a refund.



### Economy Plus subscription

All our subscriptions are nonrefundable. Economy Plus subscription holders are eligible for a partial refund in the event they are involuntarily moved out of an Economy Plus seat due to a service disruption. You can upgrade your subscription or change your renewal settings in [My United](#).

## General refund policy



Go to [My Trips](#) to cancel your reservation and start the refund process.



The refund amount will vary based on the situation.



Your refund will be credited back to your original form of payment.



If your ticket was purchased in the last 24 hours, it may qualify for our [24-hour booking policy](#).



Credit card refunds will be processed within seven business days of the request. All other refunds will be processed within 20 business days of the request.



Basic Economy tickets can't be changed but can be canceled and refunded within 24 hours of booking as long as it's one week or more before your scheduled departure.