



How Do I Get a Refund from Hawaiian Airlines? A Complete Guide

Getting a refund from **Hawaiian Airlines** can be straightforward if you follow the right steps. Whether your flight was canceled, you need to change your travel plans, or you've experienced some other inconvenience, **Hawaiian Airlines** provides a refund process designed to help you recover your money. In this blog, we'll walk you through how to request a refund, the eligibility criteria, and the different ways you can contact Hawaiian Airlines for assistance.

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Step 1: Understand Hawaiian Airlines' Refund Policy

Before requesting a refund, it's important to understand the airline's refund policy:

- **Refundable Tickets:** If you purchased a refundable ticket, you're generally entitled to a full refund if you cancel your flight. The refund will be credited to the original payment method.
- **Non-Refundable Tickets:** For non-refundable tickets, refunds are not typically available. However, you might receive a **credit voucher** for future travel if you cancel your flight, minus any cancellation fees. This voucher can be used to book a new flight with Hawaiian Airlines.
- **Flight Cancellations by Hawaiian Airlines:** If your flight is canceled by Hawaiian Airlines (due to weather, airline issues, or other factors), you are entitled to a **full refund**, regardless of the type of ticket you booked. You can also choose to be rebooked on a different flight, if available.

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Step 2: How to Request a Refund Online

The easiest way to request a refund from **Hawaiian Airlines** is through their official website:

1. **Visit the Hawaiian Airlines website:** Open www.hawaiianairlines.com on your browser.
2. **Log in to your account:** If you have an account, log in using your credentials. If you don't have an account, you can access your booking using your **reservation number** or **ticket number**.
3. **Go to "Manage Booking":** Navigate to the **"Manage Booking"** or **"My Trips"** section.
4. **Select the flight:** Locate the flight you wish to cancel and request a refund for.

5. **Request a refund:** Depending on your ticket type, select the **refund option** or **credit voucher** option. Follow the prompts to complete the refund request.
6. **Wait for confirmation:** After submitting the refund request, you will receive a confirmation email. Refunds typically take 7-10 business days to process.

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Step 3: Request a Refund via the Hawaiian Airlines Mobile App

For passengers who prefer using their phones, **Hawaiian Airlines** also allows you to request refunds via the mobile app:

1. **Download the Hawaiian Airlines app:** If you haven't already, download the app from the App Store or Google Play.
2. **Log in to your account:** Open the app and sign in with your credentials or use your booking reference number.
3. **Select your flight:** Go to **"Manage Reservations"** to find the flight you wish to cancel and request a refund.
4. **Follow the prompts:** The app will guide you through the process of requesting a refund or credit voucher, depending on your ticket type.

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Step 4: Request a Refund by Contacting Customer Service

If you prefer to speak to a representative or if you have issues with the online process, you can contact **Hawaiian Airlines'** customer service:

1. **Call Hawaiian Airlines:** Reach their customer service at the appropriate number for your location:
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 - **Mexico: +52-800-351-0319**
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2. **Provide your booking details:** Be ready to provide your reservation number, ticket number, and the reason for your refund request.
3. **Refund Processing:** A representative will guide you through the refund process. They will let you know if you are eligible for a full refund or a travel credit.

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Step 5: Wait for the Refund to Process

Refund processing can take anywhere from 7-10 business days, depending on your payment method. If you requested a **travel credit**, the credit will typically be issued within a few days and will be valid for use within a year of the original ticket date.

If you haven't received your refund or travel credit after the processing time, contact Hawaiian Airlines customer service for updates.

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Final Thoughts

Getting a refund from **Hawaiian Airlines** is relatively simple, especially if you follow the correct procedure. Always be sure to check your ticket type and the specific conditions of your booking before requesting a refund. If you need assistance, don't hesitate to reach out to **Hawaiian Airlines'** customer support team. They're there to help you through the process and ensure that your request is handled quickly.

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1. How do I get a refund from Hawaiian Airlines?

To request a refund from Hawaiian Airlines, go to the **Manage Booking** section on their website. Enter your **reservation number** and **last name** to access your flight. From there, you can select the refund option and follow the instructions.

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17 2. Can I get a refund for a non-refundable ticket on Hawaiian Airlines?

Yes, you can get a **partial refund** or **travel credit** for non-refundable tickets, depending on the circumstances. If the flight is canceled by the airline, you may also receive a refund.

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3. How long does it take to receive a refund from Hawaiian Airlines?

Refunds typically take **7 to 10 business days** if you paid by **credit card**. However, if you paid using other methods, the refund may take longer, up to **30 business days** depending on the bank or payment method used.

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4. How do I request a refund for a flight I missed?

If you missed your flight, contact **Hawaiian Airlines customer service** directly. If the airline was at fault (e.g., delays, cancellations), you may be eligible for a **refund** or **rebooking**.

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5. How do I check the status of my refund from Hawaiian Airlines?

You can check the status of your refund by logging into the **Manage Booking** section on the Hawaiian Airlines website. Alternatively, you can contact **customer service** for the latest update on your refund request.

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6. Can I receive a refund if I booked through a third-party travel agent?

If you booked through a **third-party agent** or travel website, you will need to request the refund through them. Hawaiian Airlines will refer you back to the agency if the booking was made through a third-party.

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7. Can I get a refund if I used HawaiianMiles to book a flight?

Yes, if you used your **HawaiianMiles** to book a flight, you can request a refund for the miles used. The miles will be credited back to your **HawaiianMiles account** after the refund is processed.

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8. Can I get a refund if I cancel my Hawaiian Airlines flight after the 24-hour window?

If you cancel after **24 hours** of booking, a refund may still be possible depending on your **ticket type**. If you purchased **refundable** tickets, you will be eligible for a full refund. For **non-refundable** tickets, you may receive a **travel credit** instead.

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9. How can I cancel my Hawaiian Airlines ticket and request a refund?

You can cancel your ticket by visiting the **Manage Booking** section of the Hawaiian Airlines website. After canceling your flight, follow the prompts to request your **refund**.

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10. How do I get a refund for a Hawaiian Airlines gift card purchase?

If you used a **Hawaiian Airlines gift card** for your booking, you can request a refund by contacting **customer service**. The refund will typically be processed back to your **gift card balance**.

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