

InterPacific Aviation and Marketing, Inc./AirRussia.US Ticket Refund Policy

Refunds for air tickets, and related services, purchased through InterPacific Aviation and Marketing, Inc./AirRussia.US may be requested for any fare that allows refunds. Depending on the rules of the fare purchased, a cancellation penalty may apply. Some fares are non-refundable or only partially refundable, and are not eligible for voluntary refunds; taxes and surcharges on these fares are not refundable. Refunds for tickets on partner airlines, including Yakutia Airlines, that were not purchased through InterPacific Aviation and Marketing, Inc./AirRussia.US, may only be processed with the ticketing agent or airline where they were purchased.

PARTIALLY TRAVELLED TICKETS

Tickets that are partially travelled may or may not be eligible for a partial refund, subject to the rules of the particular fare purchased. The refund amount for eligible fares will be calculated at a prorated amount based on the rules of the ticket purchased and segments flown. Fees and surcharges collected in conjunction with the ticket will not be refunded.

CANCELLED FLIGHTS

When a flight is cancelled, you may be eligible to request a refund for a ticket that would otherwise be nonrefundable or have restrictions on refunds. In this situation, please submit a refund request (See below).

BAGGAGE FEES

Refunds for baggage service fees may be requested if you paid for one or more checked bags and don't travel as a result of a cancellation.

TERMS AND CONDITIONS

All air ticket refunds will be processed as per the terms and conditions applicable to the ticket's fare basis code; refund terms may vary for US-origin and Russia-origin tickets with the same fare basis code. Terms and conditions for each fare basis code, including refundability of fares, taxes and fees, may be found on our website at <https://airrussia.us/tickets/>.

SUBMITTING A REFUND REQUEST

All refund requests should be made in writing and submitted to InterPacific Aviation and Marketing, Inc./AirRussia.US via email at sales@airrussia.us, or by regular mail at the following address:

InterPacific Aviation & Marketing, Inc.
2211 Elliott Avenue, Suite 200
Seattle, WA 98121

All refund requests should include the following information:

- Name of Passenger
- Ticket Number
- Flight Number & Date of Flight
- Preferred form of refund: check or, if applicable, to the original credit card used for payment. (For credit card refunds, call InterPacific Aviation and Marketing, Inc. at (206) 838-9788 anytime between 9am-5pm M-F to provide credit card details. DO NOT EMAIL CREDIT CARD DETAILS.)

- Name of person to whom refund is payable and mailing address for recipient (if refund is by check)
- Other supporting documentation, if applicable (copy of e-ticket receipt, etc.)

SUBMISSION OF REFUND REQUESTS

All requests for refunds of air tickets must be made within 30 days of flight departure, but no later than the ticket's "not valid after" date. All refunds will be processed within 60 days of receipt of refund request.

OTHER QUESTIONS

Any questions regarding refunds can be made by phone to (206) 838-9788, or in writing to sales@airrussia.us or InterPacific Aviation and Marketing, Inc., 2211 Elliott Ave., Ste. 200, Seattle, WA 98121.

This refund policy was last updated June 1, 2018