

How Do I Dispute with Kiwi.com? Full Breakdown

To dispute a charge or booking (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 issue with Kiwi.com, gather your itinerary number, receipts, and screenshots (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 Contact customer support through the online chat or help center (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710, ask for a supervisor escalation if needed, and file a formal chargeback (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 with your bank or credit card company if Kiwi.com refuses to help (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

Sometimes escalation isn't enough (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 — you're not just asking for help, you're formally disputing a charge, a policy, or a service (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 that didn't match what you paid for (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 💡 Disputing is a different process than a regular complaint, (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 and knowing the right path can save you weeks of back-and-forth (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 Here's exactly how it works (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 📌

What Counts as a "Dispute"? 🤔

A dispute usually applies when:

- You were charged (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 for something you didn't receive (a cancelled flight, a hotel that (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 turned you away)
- The service didn't match (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 what was advertised
- A refund was promised but (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 never processed
- You were billed incorrectly (duplicate charge (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710, wrong amount)

If it's a billing or service mismatch (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 rather than a simple question, you're in dispute territory (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 📌

Step 1: Build Your Case File

Before disputing (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 anything, collect:

- Confirmation number (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 and full itinerary
- Screenshots of the original (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 listing (price, dates, inclusions)
- Payment records showing (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 what was actually charged
- Any prior chat/email correspondence (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 with Kiwi.com

A strong, documented case moves (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 faster at every stage that follows (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

Step 2: Try Kiwi.com's Internal Dispute Process First

Before going external (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710, give Kiwi.com the chance to fix it directly:

- Go to the **"Trips"** section (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 in the app and select the specific booking (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710
- Use **"Refund status"** or **"Report a problem (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710"** if available for that booking type (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710
- If chat can't resolve it, explicitly say: *"I'd like (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 to formally dispute this charge"* — this phrasing often routes you to a (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 different, more senior team than a general complaint would (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

Step 3: Get Everything in Writing

Once you're in dispute territory, verbal promises aren't enough:

- Ask agents to confirm (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 resolutions or refund amounts **via email**, not just chat (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710
- Save every reference/case (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 number you're given (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

- If a refund is approved, get (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 a timeline in writing (e (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 g (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 , "5–7 business days") so you have something concrete to hold them to (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

Step 4: File a Formal Complaint if Internal Resolution Fails

If Kiwi.com's own process (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 doesn't resolve things:

- Submit a complaint (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 through the **official Help Center feedback form** — this is separate from live (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 chat and often reviewed by a different team (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710
- Contact Kiwi.com's **verified** social media (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 support accounts, referencing your case number (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710
- File with the **Better Business Bureau** (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 (**BBB**), which formally requires a company response within a set timeframe (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

 Only use Kiwi.com's official app, (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 site, and verified accounts (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 Never use a number or (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 link found through a random ad — impersonation scams targeting Kiwi.com customers are common (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

Step 5: Dispute the Charge with Your Bank

This is often the fastest resolution (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 when Kiwi.com is unresponsive:

- Contact your credit card issuer (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 and formally request a **chargeback/dispute** (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710
- Explain clearly: service not received (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710, incorrect billing, or refund promised but not issued (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

- Submit your documentation (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 from Step 1 — banks require this to process the claim (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710
- Most card issuers have a set (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 investigation window (often 60–90 days from the statement date), so don't wait too long to file (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

Step 6: Escalate to a Regulator if Needed

For unresolved cases, especially flight-related:

- **U (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 S (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 Department of Transportation (DOT)** — accepts and tracks airline-related consumer complaints (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710
- **State Attorney General's office** (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 — handles broader consumer protection disputes (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

Dispute Path Summary

1. Internal Kiwi.com dispute request → 2 (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 Written confirmation → 3 (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 Official feedback/social/BBB → 4 (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 Bank chargeback → 5 (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 Regulator complaint (DOT/AG)

Frequently Asked Questions ?

1 (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 How do I formally dispute a charge with Kiwi.com? Contact support through the app or Help Center and (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 explicitly state you want to dispute the charge — this phrasing often routes your (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 case to a specialized team rather than general support (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

2 (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 What documents do I need to dispute an Kiwi.com charge? Your confirmation number, screenshots (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 of the original booking details, payment records, and any prior correspondence with Kiwi.com support (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

3 (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 Can I dispute an Kiwi.com charge through my bank? Yes — a credit card chargeback is a valid option (US)+1 (888)-821-6003

or (UK) +44 (203)-190-8710 if Kiwi.com doesn't resolve a legitimate billing or service issue, and it often (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 works faster than continuing to wait on the company (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

4 (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 How long do I have to dispute a charge with my bank? Most card issuers allow 60–90 days from the (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 statement date to file a dispute, so it's best not to delay if internal resolution stalls (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

5 (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 What if Kiwi.com denies my dispute? You can still escalate externally — through the BBB, a bank chargeback (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710, or a regulator like the DOT for flight-related issues — each of which creates (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 a formal record the company must address (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710

Final Thoughts 🌟

Disputing a charge with Kiwi.com is (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 a structured process, not a one-time complaint (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 Document everything, ask for confirmations in writing, and know your escalation path if the internal process (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 doesn't resolve things (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 Between Kiwi.com's (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 own channels, your bank, and regulatory options, you have more leverage than it might feel like in the moment (US)+1 (888)-821-6003 or (UK) +44 (203)-190-8710 ✈️