

## **REFUNDS & RETURNS**

Cancellations, Refunds and returns, will be specified in the individual contact client agreement, contract, or contract of carriage prior to charges.

Passengers may cancel their purchase of a Confirmed Reservation, including non-refundable Confirmed Reservations, within 24 hours of booking for a full refund provided that with respect to otherwise non-refundable Confirmed Reservations the reservation is made one week prior to departure.

Confirmed Reservations marked as non-refundable shall not be entitled to any refund. Credit issued for use on future travel to a passenger with a non-refundable Confirmed Reservation shall be in GLOBAL CROSSING AIRLINES, INC. sole discretion.

Cancellations and refunds for services can be requested prior to services rendered. Applicable terms and conditions are those in effect as of the date a Passenger commences travel on a given itinerary. In the event these conditions of Carriage are amended after a Confirmed Reservation is purchased but prior to commencement of travel in a way that substantially affects the terms and conditions of a Passenger's Carriage, a full refund may be requested if the Passenger does not agree to be bound by the conditions as amended. Nevertheless, GLOBAL CROSSING AIRLINES, INC. reserves the right to apply rules currently in effect on the date of Passenger's travel where reasonably necessary for operations and where the change in rule does not have a material negative impact upon the Passenger.

When applicable, fully or partially unused refundable E-Tickets may be submitted to the issuing travel agency for possible refund. Confirmed Reservations that have been purchased on the GLOBAL CROSSING AIRLINES, INC. website, with the GLOBAL CROSSING AIRLINES, INC. call center, or at a GLOBAL CROSSING AIRLINES, INC. ticket counter may be submitted for a refund back to the GLOBAL CROSSING AIRLINES, INC.. Passengers should always contact the original issuer of the Confirmed Reservation for their specific refund policy and procedures.

Refunds of Refundable Confirmed Reservations will only be processed until one hour prior to scheduled departure. In the event a Passenger with a Refundable Confirmed Reservation does not request a refund at least one-hour prior to departure (i.e. a "No-Show"), any funds related to the Confirmed Reservation are forfeited, and the Passenger has no right to future carriage related to this Confirmed Reservation.

Partially Used Tickets, will be processed with a reprice of the itinerary, attempting to keep fares of the fully flown fare components and replacing the unflown fare components using current fares. No changes are permitted to the fare break points of the fully flown fare components. GLOBAL CROSSING AIRLINES, INC. will validate all fare rules at the time of reissue. The new ticket may be a lower or equal, or higher, price than the previous ticket.

If a Passenger's scheduled transportation is cancelled, terminated, or delayed before the Passenger has reached his final destination as a result of a flight cancellation, GLOBAL CROSSING AIRLINES, INC. - caused missed connection, flight delay, or omission of a scheduled stop, GLOBAL CROSSING AIRLINES, INC. will either transport the Passenger at no additional charge on another of GLOBAL CROSSING AIRLINES, INC. 's flights, refund the fare for the unused transportation, or provide a credit for such amount toward the purchase of future travel.

Except as otherwise provided, all fares and charges between points in the United States are stated in dollars and cents of the lawful currency of the United States. Except as set forth in this contract of carriage, a passenger is liable for the entire ticket price and fees for an issued ticket, notwithstanding any dispute, chargeback or declined form of payment. GLOBAL CROSSING AIRLINES, INC. reserves the right to collect all such amounts at any time, including after transportation has been provided.

For purchased products onboard the flight or on the website, we have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To start a return, you can contact us at [contact@globalxair.com](mailto:contact@globalxair.com).

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

Certain types of items cannot be returned, like perishable goods (such as food), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). Please get in touch if you have questions or concerns about your specific item.

We cannot accept return(s) on sale items, gift cards, or credit.

No claims for overcharge shall be valid and GLOBAL CROSSING AIRLINES, INC. shall have no liability if claim is more than forty-five (45) days after the date of issue of the ticket.

Except as otherwise discussed in this policy, this document only addresses the terms of use on our Site. Other sites and payment processors accessible through our site, via links or otherwise, have their own policies in regard to terms of use, cancellations, refunds and returns. We are not responsible for the Terms of use or practices of third parties.