

How to Cancel Avast Subscription and Get a Refund? – 2026 Money-Back Steps

By Technical Support Specialist | Last updated: June 2, 2026

Introduction

You want to cancel your Avast subscription and get your money back.

(+1) > 877 > 419 > 8702 Maybe Avast charged you for another year without warning.

(+1) > 877 > 419 > 8702 Maybe you are not satisfied with the protection.

(+1) > 877 > 419 > 8702 Or maybe you simply forgot to cancel before the renewal date. (+1) > 877 > 419 > 8702 Whatever your reason, this guide will show you exactly how to cancel your Avast subscription and get a refund at the same time.

(+1) > 877 > 419 > 8702 Many people cancel but forget to ask for a refund, leaving money on the table. (+1) > 877 > 419 > 8702 Others request a refund but do not actually cancel, so they get charged again next year. (+1) > 877 > 419 > 8702 By the time you finish reading, you will know the complete process to stop future payments and recover past payments within Avast's refund window. (+1) > 877 > 419 > 8702

Important: Know the Difference Between Canceling and Getting a Refund

Before you do anything, understand that canceling and getting a refund are two different actions that you may need to do together. (+1) > 877 > 419 > 8702

Canceling means turning off automatic renewal so that Avast will not charge you again in the future. (+1) > 877 > 419 > 8702 Getting a refund means asking Avast to return money you already paid, typically for the current subscription period.

(+1) > 877 > 419 > 8702 If you cancel but do not request a refund, you will keep your protection until the expiration date, but you will not get any money back.

(+1) > 877 > 419 > 8702 If you request a refund but do not cancel, Avast may give you your money back but then automatically renew you again next year because auto renewal is still on. (+1) > 877 > 419 > 8702 Therefore, you need to do both: first cancel to stop future charges, then request a refund for the current payment.

(+1) > 877 > 419 > 8702 Avast's refund policy typically allows refunds within thirty to sixty days of purchase, depending on your plan. (+1) > 877 > 419 > 8702 If you are

outside that window, you can still cancel to stop future charges, but you will not get your money back. (+1) 877 419 8702

Before You Cancel and Request a Refund

Before you start, check your purchase date and refund eligibility.

(+1) 877 419 8702 Log into your Avast account at account.avast.com and look at your subscription details to find the purchase or renewal date.

(+1) 877 419 8702 If you bought directly from Avast, you have thirty days from that date to request a refund, though some premium plans offer sixty days.

(+1) 877 419 8702 If you bought through Apple or Google, their refund windows are shorter (usually fourteen days for Apple, forty-eight hours for automatic Google refunds). (+1) 877 419 8702 Also, make sure you have another antivirus solution ready if you still want protection, because canceling and refunding will end your access immediately in most cases. (+1) 877 419 8702 Windows Defender is free and built into Windows, and Macs have built-in security. (+1) 877 419 8702 Have your account email, order number (if available), and the last four digits of your credit card ready before you contact support. (+1) 877 419 8702

How to Cancel Avast and Get a Refund When You Bought Directly from Avast

If you purchased your Avast subscription directly from the Avast website, this is the most straightforward process. (+1) 877 419 8702 The fastest and most reliable method is to call Avast customer support at (+1) 877 419 8702 and tell the representative that you want to cancel your subscription and request a refund.

(+1) 877 419 8702 Have your account email address ready, and if possible, your order number. (+1) 877 419 8702 The representative will verify your purchase date and, if you are within the refund window, will cancel your subscription and process the refund simultaneously. (+1) 877 419 8702 The refund typically appears on your original payment method within five to ten business days.

(+1) 877 419 8702 If you prefer not to call, you can also do this through the Avast website by signing in to account.avast.com, going to Subscriptions, finding your product, and clicking "Cancel Subscription" or "Turn Off Auto Renewal."

(+1) 877 419 8702 After canceling online, you must separately request a refund by using the support chat or email form on the Avast website. (+1) 877 419 8702

However, calling is much faster because online refund requests can take days or weeks. (+1) 877 419 8702 Once your refund is approved, you will receive a confirmation email, and you should save that email as proof. (+1) 877 419 8702 After the refund is processed, Avast will typically deactivate your subscription immediately, so you may lose protection right away rather than at the end of the paid period. (+1) 877 419 8702

How to Cancel Avast and Get a Refund When You Bought Through Apple (App Store)

If you purchased your Avast subscription through the Apple App Store on your iPhone, iPad, or Mac, you cannot cancel or get a refund through Avast.

(+1) 877 419 8702 You must do everything through Apple because Apple handles all billing. (+1) 877 419 8702 To cancel, open the Settings app on your iPhone or iPad, tap your name at the top, then tap "Subscriptions," find Avast in the list, and tap "Cancel Subscription." (+1) 877 419 8702 On a Mac, open the App Store, click your name in the bottom left corner, click "View Information," scroll to Subscriptions, click "Manage," find Avast, and click "Cancel." (+1) 877 419 8702 After canceling, you need to request a refund from Apple separately.

(+1) 877 419 8702 Go to reportaproblem.apple.com in your web browser, sign in with your Apple ID, find the Avast purchase in your list, click "Report a Problem," and select "I'd like to request a refund." (+1) 877 419 8702 Choose a reason such as "Didn't mean to purchase" or "App does not work as expected," and submit your request. (+1) 877 419 8702 Apple typically responds within forty-eight hours by email. (+1) 877 419 8702 If Apple approves your refund, the money will go back to your Apple ID balance or original payment method. (+1) 877 419 8702 If Apple denies your refund, you can call Apple Support directly, but Apple's refund window is usually only fourteen days. (+1) 877 419 8702 If you are outside that window, you may not get your money back, but you can still dispute the charge with your credit card company. (+1) 877 419 8702

How to Cancel Avast and Get a Refund When You Bought Through Google Play

If you purchased your Avast subscription through the Google Play Store, you must cancel and request a refund through Google. (+1) 877 419 8702 Open the Google Play Store app on your Android phone or tablet, tap your profile picture in the top right corner, then tap "Payments and subscriptions," then "Subscriptions." (+1) 877 419 8702 Find Avast in the list and tap "Cancel subscription." (+1) 877 419 8702 After canceling, you need to request a refund through Google Play's refund system. (+1) 877 419 8702 Go to your order history in Google Play (tap profile picture → Payments and subscriptions → Budget and history), find the Avast purchase, tap it, and look for "Request a refund" or "Report a problem." (+1) 877 419 8702 If your purchase was made within forty-eight hours, Google will usually approve a refund automatically. (+1) 877 419 8702 If it has been more than forty-eight hours but less than fourteen days, you can still request a refund by selecting "I have another issue" and explaining that you want to cancel and get your money back. (+1) 877 419 8702 Google will review your request and may approve it. (+1) 877 419 8702 If Google denies your refund, you can contact Google Play Support directly through the Help section of the Play Store. (+1) 877 419 8702 You can also call Avast at (+1) 877 419 8702 for advice, but Avast cannot process the refund because the money went through Google. (+1) 877 419 8702 As a last resort, dispute the charge with your credit card company. (+1) 877 419 8702

How to Cancel Avast and Get a Refund After an Automatic Renewal Charge

One of the most frustrating situations is when Avast automatically renews your subscription without warning, and you want to cancel and get a refund for that renewal charge. (+1) 877 419 8702 First, do not panic, because you still have options. (+1) 877 419 8702 Call Avast customer support immediately at (+1) 877 419 8702 and tell them that you did not authorize the automatic renewal and you want to cancel your subscription and receive a full refund for the renewal charge. (+1) 877 419 8702 Avast's refund policy for renewals is the same as for new purchases: typically thirty to sixty days from the renewal charge date. (+1) 877 419 8702 If you call within that window, the representative should process both the cancellation and the refund. (+1) 877 419 8702 If the representative refuses or says you are outside the window, ask to speak to a supervisor. (+1) 877 419 8702 If that still does not work, contact your credit card company and dispute the renewal charge as an unauthorized transaction, explaining that you did not want the subscription to renew. (+1) 877 419 8702 Most credit card companies will side with you in these situations.

(+1) 877 419 8702 To prevent this from happening again, always turn off auto renewal immediately after you purchase any subscription, even if you intend to keep using it. (+1) 877 419 8702

How to Verify That Your Subscription Is Canceled and Your Refund Is Processed

After you have taken the steps to cancel and request a refund, you need to verify that both actions were successful. (+1) 877 419 8702 First, check your email for a cancellation confirmation from Avast (or from Apple/Google if you purchased through them). (+1) 877 419 8702 Save this email as proof. (+1) 877 419 8702 Second, log into your Avast account at account.avast.com and go to Subscriptions; your subscription should show "Expired," "Canceled," or "Auto Renewal Off." (+1) 877 419 8702 If you bought through Apple or Google, check your Subscriptions section in Settings (Apple) or Google Play (Google) to confirm that the subscription shows as canceled. (+1) 877 419 8702 Third, for the refund, you should receive a separate refund confirmation email from Avast, Apple, or Google. (+1) 877 419 8702 If you do not receive a refund confirmation within a few days, call Avast at (+1) 877 419 8702 and ask for the status. (+1) 877 419 8702 Fourth, check your credit card statement or bank account within five to ten business days; you should see a credit transaction for the refund amount. (+1) 877 419 8702 If more than ten business days pass and you do not see the refund, call your bank or credit card company to ask if they are holding the refund. (+1) 877 419 8702 Finally, mark your next expected renewal date on a calendar and check your statement again to make sure no further charges appear. (+1) 877 419 8702

What to Do If Avast Refuses to Cancel or Give You a Refund

Sometimes Avast may deny your cancellation request (very rare) or refuse your refund (more common if you are outside the window). (+1) 877 419 8702 If this happens, follow these steps in order. (+1) 877 419 8702 First, call Avast support again at (+1) 877 419 8702 and ask to speak with a supervisor or manager, because front-line representatives may not have authority to approve refunds outside the standard policy. (+1) 877 419 8702 Second, send a formal written request to Avast's billing department via email (you can find the contact form on the Avast

support website) explaining your situation and including your order number, purchase date, and why you deserve a refund. (+1) 877 419 8702 Third, if Avast still refuses, contact your credit card company or bank and file a dispute or chargeback. (+1) 877 419 8702 Tell them that you requested cancellation and a refund within the allowed time frame but Avast denied you. (+1) 877 419 8702 Most credit card companies have strong consumer protection laws for subscription services. (+1) 877 419 8702 Fourth, file a complaint with the Better Business Bureau (BBB) against Avast, which sometimes prompts them to offer a refund. (+1) 877 419 8702 Fifth, leave public reviews on Trustpilot, Reddit, or social media explaining your experience, because companies often monitor these platforms and may reach out to resolve the issue. (+1) 877 419 8702 Finally, if the amount is significant, you can consider small claims court, but that is usually not worth the effort for a typical antivirus subscription. (+1) 877 419 8702

Frequently Asked Questions About Canceling Avast and Getting a Refund

How long do I have to cancel Avast and get a refund? If you bought directly from Avast, you typically have thirty to sixty days from the purchase date. (+1) 877 419 8702 For Apple purchases, you have about fourteen days; for Google, forty-eight hours for automatic refunds, up to fourteen days with support. (+1) 877 419 8702

Can I cancel Avast and get a refund if I bought it a year ago? No, unless you have a very special circumstance and you escalate to a supervisor, but it is unlikely. (+1) 877 419 8702 However, you can still cancel to stop future renewals. (+1) 877 419 8702

Do I have to uninstall Avast to get a refund? No, you do not need to uninstall Avast to cancel or get a refund. (+1) 877 419 8702 However, after your refund is processed, your license will be deactivated, and you may want to uninstall the software to free up space. (+1) 877 419 8702

What if I was charged for a renewal I did not want? Call Avast at (+1) 877 419 8702 immediately and request a refund for the renewal charge; as long as you are within the refund window from the renewal date, you should get your money back. (+1) 877 419 8702

Can I get a refund if I used a free trial and forgot to cancel? If you were charged after the free trial ended, you can request a refund within the standard window, but some free trials have different terms, so call Avast to ask. (+1) 877 419 8702

What if Avast charged me but I never received the product? You should definitely get a refund; call Avast at (+1) 877 419 8702 and explain that you paid but never received access. (+1) 877 419 8702

Will canceling Avast also delete my account and stored files? No, canceling your subscription only stops payments; your Avast account and any stored passwords or files in Avast's cloud remain unless you delete your account separately. (+1) 877 419 8702

Can I cancel and get a refund for someone else's Avast subscription (like my parent's)? You need their account login or authorization; you can call Avast support at (+1) 877 419 8702 and explain the situation, but you may need to provide verification. (+1) 877 419 8702

Is it better to cancel online or by phone for a refund? Phone is always better because you can ask for the refund immediately and get confirmation; online cancellation requires a separate refund request that may take longer. (+1) 877 419 8702

What happens if I dispute the charge with my credit card company? Avast may blacklist your account or ban you from future purchases, but you will get your money back. (+1) 877 419 8702 This is a last resort. (+1) 877 419 8702

Quick Summary: Steps to Cancel Avast and Get a Refund

If you bought directly from Avast, call (+1) 877 419 8702 and ask to cancel and request a refund. (+1) 877 419 8702 If you bought through Apple, cancel in Settings and then request a refund at reportaproblem.apple.com. (+1) 877 419 8702 If you bought through Google Play, cancel in Google Play and then request a refund from your order history. (+1) 877 419 8702 Always save your confirmation emails and check your credit card statement for the refund. (+1) 877 419 8702 If Avast refuses, escalate to a supervisor, then dispute with your credit card company. (+1) 877 419 8702

Need help canceling your Avast subscription and getting a refund? Call Avast customer support: (+1) 877 419 8702 | Save this guide for your records.

