

Can you get your money back from Avast? – 2026 Easy Truth

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

Introduction

You are wondering if Avast will actually give your money back.

(+1) >877 >419 >8702 Maybe you were charged for a renewal you did not want.

(+1) >877 >419 >8702 Maybe you bought Avast by mistake.

(+1) >877 >419 >8702 Maybe the software slowed down your computer or did not work as promised. (+1) >877 >419 >8702 The short answer is yes, you can get your money back from Avast, but only under certain conditions and within a specific time window. (+1) >877 >419 >8702 Many people do not know that Avast offers a money-back guarantee on most of its products. (+1) >877 >419 >8702 Others try to get a refund but go through the wrong channel or wait too long and get denied.

(+1) >877 >419 >8702 This guide will tell you exactly whether you qualify for a refund, how much time you have, and the step-by-step process to get your money back from Avast. (+1) >877 >419 >8702 By the time you finish reading, you will know if you can get a refund and exactly how to request it. (+1) >877 >419 >8702

The Short Answer: Yes, But With Conditions

Yes, you can get your money back from Avast, but not in every situation.

(+1) >877 >419 >8702 If you bought directly from the Avast website, you have thirty days from the purchase date to request a full refund, and some premium plans offer up to sixty days. (+1) >877 >419 >8702 If you bought through the Apple App Store, you must ask Apple for a refund, and Apple typically allows refunds within fourteen days. (+1) >877 >419 >8702 If you bought through Google Play, you can usually get a refund within forty-eight hours automatically, or up to fourteen days by contacting Google support. (+1) >877 >419 >8702 If you bought from a third-party retailer like Amazon or Best Buy, you must go back to that store. (+1) >877 >419 >8702 The most important factor is time: the sooner you act, the more likely you are to get your money back. (+1) >877 >419 >8702 If you are outside the refund window, your chances drop significantly, but you still have some options. (+1) >877 >419 >8702

Understanding Avast's Money-Back Guarantee

Avast officially offers a 30-day money-back guarantee on most of its direct purchases, meaning you can cancel and get a full refund for any reason within thirty days of the original purchase. (+1) 877 419 8702 For some premium products like Avast Ultimate or Avast Cleanup Premium, the guarantee may extend to sixty days.

(+1) 877 419 8702 You can check your specific refund window by logging into your Avast account at account.avast.com, going to Subscriptions, and looking at your purchase date. (+1) 877 419 8702 The guarantee covers new purchases as well as automatic renewals, but the refund window starts from the renewal charge date, not the original purchase date. (+1) 877 419 8702 Free trials that convert to paid subscriptions are also covered, with the refund window starting from the day you were first charged. (+1) 877 419 8702 What is not covered? If you bought Avast through a third-party reseller, Avast's own guarantee does not apply, and you must rely on the reseller's return policy. (+1) 877 419 8702 Also, if Avast suspects abuse, such as repeatedly buying and refunding, they may deny your request.

(+1) 877 419 8702

Can You Get a Refund for an Automatic Renewal?

Yes, you can get a refund for an automatic renewal charge if you act quickly.

(+1) 877 419 8702 Many people forget to cancel before their subscription renews, and Avast charges them for another year without warning.

(+1) 877 419 8702 Avast treats renewal charges the same as new purchases for refund purposes, meaning you have thirty to sixty days from the renewal date to request your money back. (+1) 877 419 8702 However, some customers report that Avast is more reluctant to refund renewals than new purchases, so you may need to be persistent. (+1) 877 419 8702 The best strategy is to call Avast customer support at (+1) 877 419 8702 immediately after you see the charge and explain that you did not authorize the renewal or that you meant to cancel.

(+1) 877 419 8702 If you wait more than a few weeks, your chances decrease significantly. (+1) 877 419 8702 If Avast refuses, you can always dispute the charge with your credit card company. (+1) 877 419 8702

Can You Get a Refund If You Already Used Avast?

Yes, you can still get a refund even if you have been using Avast every day.

(+1) > 877 > 419 > 8702 The money-back guarantee does not require you to prove that the software failed or that you never used it. (+1) > 877 > 419 > 8702 You can simply change your mind within the refund window, and Avast will give you a full refund no questions asked. (+1) > 877 > 419 > 8702 However, if you are outside the refund window, having used the product extensively will make it harder to get a refund, because Avast will argue that you received value from the service.

(+1) > 877 > 419 > 8702 In that case, your only chance is to prove that Avast did not work as advertised, such as failing to block a virus or causing system crashes.

(+1) > 877 > 419 > 8702 Even then, success is not guaranteed.

(+1) > 877 > 419 > 8702 Your best bet is always to request a refund as early as possible, regardless of whether you have used the product. (+1) > 877 > 419 > 8702

How to Check If You Are Still Within the Refund Window

Before you waste time requesting a refund, you need to know if you are still eligible.

(+1) > 877 > 419 > 8702 First, find your purchase date by looking at your Avast account online at account.avast.com. (+1) > 877 > 419 > 8702 Go to Subscriptions, click on the product you want to refund, and look for the "Purchase Date" or "Start Date." (+1) > 877 > 419 > 8702 If you bought through Apple or Google, check your purchase history in the App Store or Google Play Store. (+1) > 877 > 419 > 8702 Next, calculate how many days have passed since that date. (+1) > 877 > 419 > 8702 If you bought directly from Avast and fewer than thirty days have passed, you are almost certain to get a refund. (+1) > 877 > 419 > 8702 If between thirty and sixty days, check if your product offers a 60-day guarantee; you can see this in your account or by calling Avast at (+1) > 877 > 419 > 8702. (+1) > 877 > 419 > 8702 If more than sixty days have passed, you are likely outside the refund window, but you can still try calling because some customers report getting goodwill refunds even after several months. (+1) > 877 > 419 > 8702 For Apple purchases, if more than fourteen days have passed, you are probably out of luck unless you have a strong reason like a technical defect. (+1) > 877 > 419 > 8702 For Google Play, if more than forty-eight hours have passed but less than fourteen days, you can still request a refund manually through Google support. (+1) > 877 > 419 > 8702

Step-by-Step: How to Get Your Refund from Avast Direct

If you bought directly from Avast, follow these steps to get your money back.

(+1) 877 419 8702 Step one: call Avast customer support at (+1) 877 419 8702 as soon as possible, because phone requests are processed much faster than email or chat. (+1) 877 419 8702 Step two: when you speak to a representative, clearly state "I want to cancel my subscription and request a refund under the money-back guarantee." (+1) 877 419 8702 Step three: provide your account email address and your order number if you have it, or the last four digits of the credit card used for purchase. (+1) 877 419 8702 Step four: the representative will verify your purchase date and confirm whether you are within the refund window. (+1) 877 419 8702 Step five: if approved, you will receive a confirmation email within minutes, and the refund will appear on your credit card within five to ten business days. (+1) 877 419 8702 If you prefer not to call, you can also start a refund request by logging into account.avast.com, going to Subscriptions, clicking on the product, and selecting "Contact Support" or "Request Refund." (+1) 877 419 8702 However, online requests can take several days to process, and you may miss your refund window if you wait. (+1) 877 419 8702 For the fastest result, always call (+1) 877 419 8702. (+1) 877 419 8702

Step-by-Step: How to Get a Refund from Apple (App Store Purchase)

If you bought Avast through the Apple App Store, you must go through Apple for your refund. (+1) 877 419 8702 Step one: open a web browser and go to reportaproblem.apple.com. (+1) 877 419 8702 Step two: sign in with the Apple ID you used to purchase Avast. (+1) 877 419 8702 Step three: you will see a list of your recent purchases; find Avast and click "Report a Problem" next to it. (+1) 877 419 8702 Step four: from the dropdown menu, select "I'd like to request a refund" and then choose a reason such as "Didn't mean to purchase," "App does not work as expected," or "Child made purchase without permission." (+1) 877 419 8702 Step five: in the description box, write a short explanation: "I want to cancel my Avast subscription and request a refund under Apple's refund policy." (+1) 877 419 8702 Step six: submit the request and wait for Apple to email you a decision, usually within forty-eight hours. (+1) 877 419 8702 If Apple approves, the refund will go back to your original payment method within a few days. (+1) 877 419 8702 If Apple denies your request, you can call Apple Support directly, but your chances are low if you are outside their fourteen-day window.

(+1) 877 419 8702 You can also try calling Avast at (+1) 877 419 8702 to see if they can intercede, but Avast cannot process App Store refunds.
(+1) 877 419 8702

Step-by-Step: How to Get a Refund from Google Play

If you bought Avast through the Google Play Store, follow these steps.

(+1) 877 419 8702 Step one: open the Google Play Store app on your Android device. (+1) 877 419 8702 Step two: tap your profile picture in the top right corner, then tap "Payments and subscriptions," then "Budget and history."

(+1) 877 419 8702 Step three: find the Avast purchase in your order history and tap it. (+1) 877 419 8702 Step four: if your purchase was made within

forty-eight hours, you will see a "Refund" button; tap it and the refund will be

automatic. (+1) 877 419 8702 Step five: if more than forty-eight hours have

passed but less than fourteen days, tap "Report a problem" instead, then select "I

have another issue" and write "I want to cancel my Avast subscription and request a

refund." (+1) 877 419 8702 Step six: Google will review your request and email

you a decision within a few days. (+1) 877 419 8702 If approved, your refund

will go back to your credit card or Google Play balance. (+1) 877 419 8702 If

denied, you can contact Google Play Support through the Help section, or you can

call Avast at (+1) 877 419 8702 for advice, but Avast cannot refund Google

purchases. (+1) 877 419 8702

What If You Are Outside the Refund Window?

If you missed the thirty-day or sixty-day refund window, do not give up immediately because you still have some options. (+1) 877 419 8702 First, call Avast customer support at (+1) 877 419 8702 and politely explain why you are late, such as being in the hospital, traveling, or having email issues.

(+1) 877 419 8702 Some representatives have the authority to grant a "goodwill refund" even after the window closes, especially if you have been a long-time

customer or if this is your first refund request. (+1) 877 419 8702 Second, if

Avast refuses, ask to speak to a supervisor because they have more flexibility.

(+1) 877 419 8702 Third, if that fails, contact your credit card company and file

a dispute, arguing that the automatic renewal was not clearly disclosed or that you

canceled but Avast continued charging you. (+1) 877 419 8702 Credit card

companies often side with consumers in subscription disputes, even outside the

merchant's refund window. (+1) 877 419 8702 Fourth, file a complaint with the Better Business Bureau (BBB) against Avast. (+1) 877 419 8702 Fifth, leave a public review on Trustpilot or Reddit, as companies sometimes reach out to resolve issues publicly. (+1) 877 419 8702 Your chances are lower outside the window, but many customers have successfully gotten refunds months later by being persistent. (+1) 877 419 8702

What to Do If Avast Denies Your Refund Request

If Avast tells you that you cannot get your money back, here is what you should do next. (+1) 877 419 8702 First, ask the representative for the specific reason for the denial, such as "outside refund window," "purchased through third party," or "previous refund already issued." (+1) 877 419 8702 Second, ask to speak with a supervisor, because front-line representatives often have strict rules but supervisors have discretion. (+1) 877 419 8702 Third, if the supervisor also denies you, request the denial in writing via email so you have documentation. (+1) 877 419 8702 Fourth, contact your credit card company and dispute the charge, providing the date of purchase, the amount, and the fact that Avast denied your refund. (+1) 877 419 8702 Explain that you attempted to resolve it directly with the merchant but were refused. (+1) 877 419 8702 Most credit card companies allow chargebacks for up to 120 days, sometimes longer. (+1) 877 419 8702 Fifth, file a complaint with the Federal Trade Commission (FTC) or your state attorney general's office. (+1) 877 419 8702 Sixth, leave a negative review on Trustpilot, the Better Business Bureau, and social media tagging Avast. (+1) 877 419 8702 Seventh, if the amount is large enough, consider small claims court, but that is rarely worth it for a typical antivirus subscription under one hundred dollars. (+1) 877 419 8702 Persistence often pays off, so keep calling (+1) 877 419 8702 until you find a helpful representative. (+1) 877 419 8702

Frequently Asked Questions About Getting Money Back from Avast

Can you get a full refund from Avast after 30 days? Usually not, but some premium plans offer 60 days, and some customers get goodwill refunds after 30 days by calling (+1) 877 419 8702 and explaining their situation. (+1) 877 419 8702

Can you get a refund if you bought Avast from a third party like Amazon? Yes, but you must request the refund from Amazon, not from Avast, because Avast did not collect your payment. (+1) > 877 > 419 > 8702

Can you get a refund for a free trial that charged you? Yes, if you did not cancel the free trial before it ended and Avast charged you, you have the same refund window (30–60 days) from the charge date. (+1) > 877 > 419 > 8702

Can you get a refund if Avast did not remove a virus? You can try, but you need to prove that Avast failed to do its job; your best bet is still to use the standard money-back guarantee within the refund window. (+1) > 877 > 419 > 8702

How long does it take to get your money back from Avast? Once approved, refunds take five to ten business days to appear on your credit card or bank account. (+1) > 877 > 419 > 8702

Can you get a refund if you already uninstalled Avast? Yes, uninstalling does not affect your right to a refund as long as you are within the refund window. (+1) > 877 > 419 > 8702

Can you get a refund if you paid with PayPal? Yes, Avast can refund to your PayPal account, and the process is the same as for credit cards; if Avast refuses, you can open a dispute with PayPal. (+1) > 877 > 419 > 8702

Can you get a refund for a multi-year subscription? Yes, the refund window applies to the entire purchase amount, but if you are partially through the multi-year term, Avast may refund only the unused portion. (+1) > 877 > 419 > 8702

What is the phone number to request an Avast refund? Call (+1) > 877 > 419 > 8702 and tell the representative you want to request a refund under the money-back guarantee. (+1) > 877 > 419 > 8702

Can you get a refund if you live outside the United States? Yes, Avast's money-back guarantee applies internationally, but refund processing may take longer depending on your country's banking system. (+1) > 877 > 419 > 8702

Summary: Yes, You Can Get Your Money Back – Here Is How

You can get your money back from Avast if you act within the refund window and use the correct channel for your purchase type. (+1) > 877 > 419 > 8702 For direct Avast purchases, call (+1) > 877 > 419 > 8702 within thirty to sixty days of your purchase or

renewal date. (+1) 877 419 8702 For Apple App Store purchases, go to reportaproblem.apple.com within fourteen days. (+1) 877 419 8702 For Google Play purchases, request a refund within forty-eight hours for automatic approval, or up to fourteen days by contacting Google support. (+1) 877 419 8702 For third-party retailers, contact the store where you bought Avast. (+1) 877 419 8702 If you are outside the refund window, you can still try calling (+1) 877 419 8702 for a goodwill refund or dispute the charge with your credit card company. (+1) 877 419 8702 Do not wait, because every day reduces your chances of getting your money back. (+1) 877 419 8702 Call now at (+1) 877 419 8702 and request your refund today. (+1) 877 419 8702

Need to get your money back from Avast? Call Avast customer support: (+1) 877 419 8702 | Save this guide for your refund request.