

# How do I get my money back from Avast?– 2026 Full Refund Guide

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

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## Introduction

You paid for Avast but you want your money back. (+1) 877 419 8702 Maybe you canceled too late and got charged again. (+1) 877 419 8702 Maybe Avast did not work the way you expected. (+1) 877 419 8702 Or maybe you simply changed your mind within the refund window. (+1) 877 419 8702 Whatever your reason, this guide will show you exactly how to get your money back from Avast. (+1) 877 419 8702 Many people do not know that Avast offers refunds within thirty to sixty days of purchase, depending on your plan. (+1) 877 419 8702 Others try to get a refund through the wrong channel and get rejected. (+1) 877 419 8702 By the time you finish reading, you will know the refund policy, the steps to request a refund, and what to do if Avast refuses to pay you back. (+1) 877 419 8702

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## Important: Know Avast's Refund Policy Before You Ask

Before you request a refund, you need to understand Avast's refund policy because different purchase methods have different rules. (+1) 877 419 8702 If you bought Avast directly from the Avast website, you typically have thirty days from the date of purchase to request a full refund. (+1) 877 419 8702 Some premium plans may offer up to sixty days, so you should check your specific subscription details in your Avast account. (+1) 877 419 8702 If you bought Avast through the Apple App Store, you must request your refund from Apple, and Apple's refund policy is usually more limited, often fourteen days. (+1) 877 419 8702 If you bought Avast through the Google Play Store, you must request your refund from Google, and Google typically allows refunds within forty-eight hours for automatic approval, or up to fourteen days if you contact support. (+1) 877 419 8702 If you bought Avast from a third-party retailer like Amazon or a physical store, you must return to that retailer for a refund. (+1) 877 419 8702 Here is the most

important thing to remember: the longer you wait, the less likely you are to get a refund, so act immediately. (+1) 877 419 8702

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## How to Get a Refund When You Bought Directly from Avast

If you purchased your Avast subscription directly from the Avast website, you have the simplest path to a refund. (+1) 877 419 8702 The first and fastest 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 and the order number or last four digits of your credit card ready before you call. (+1) 877 419 8702 The representative will verify your purchase date and, if you are within the refund window, process the refund immediately. (+1) 877 419 8702 The refund typically appears on your credit card or original payment method within five to ten business days.

(+1) 877 419 8702 If you prefer not to call, you can also request a refund through the Avast website by signing in to [account.avast.com](https://account.avast.com), going to Subscriptions, finding your product, clicking on it, and looking for a "Request Refund" link or "Contact Support" option. (+1) 877 419 8702 However, calling is much faster because email requests can take days or weeks to process. (+1) 877 419 8702 If you cancel your subscription online and also want a refund, make sure you explicitly ask for the refund because canceling alone does not automatically give you your money back. (+1) 877 419 8702 After Avast processes your refund, you will receive a confirmation email, and you should save that email as proof. (+1) 877 419 8702

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## How to 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 get a refund from Avast and must go through Apple instead.

(+1) 877 419 8702 Apple handles all billing for App Store purchases, so Avast has no ability to refund you. (+1) 877 419 8702 To request a refund from Apple, go to [reportaproblem.apple.com](https://reportaproblem.apple.com) in your web browser and sign in with your Apple ID.

(+1) 877 419 8702 You will see a list of your recent purchases; find Avast in the list, click "Report a Problem," and select "I'd like to request a refund."

(+1) 877 419 8702 You will need to choose a reason from the dropdown menu, such as "Didn't mean to purchase" or "App does not work as expected."

(+1) 877 419 8702 Write a brief explanation that you want to cancel and get your money back. (+1) 877 419 8702 Apple typically responds within forty-eight hours by email. (+1) 877 419 8702 If your request is denied, you can call Apple Support directly, but Apple's refund policy is stricter than Avast's, usually only allowing refunds within fourteen days. (+1) 877 419 8702 If you are outside Apple's refund window, you may not get your money back at all. (+1) 877 419 8702 You can also try disputing the charge with your credit card company if Apple refuses to refund you. (+1) 877 419 8702

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## **How to Get a Refund When You Bought Through Google Play**

If you purchased your Avast subscription through the Google Play Store, you must request your refund from 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 "Budget and history," or go directly to the refund page. (+1) 877 419 8702 Find the Avast purchase in your order history, 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 without any questions. (+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 why you want your money back. (+1) 877 419 8702 Google will review your request and may approve it or deny 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, you can dispute the charge with your credit card company. (+1) 877 419 8702

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## **How to Get a Refund When You Bought Through a Third Party (Amazon, Best Buy, etc.)**

If you purchased an Avast subscription from a third-party retailer such as Amazon, Best Buy, Walmart, or a physical store, you must return to that retailer for a refund. (+1) 877 419 8702 Avast cannot refund you because the retailer collected your payment. (+1) 877 419 8702 For digital codes or online purchases from

Amazon, log into your Amazon account, go to Your Orders, find the Avast purchase, and click "Return or Replace Items" or "Request Refund." (+1) 877 419 8702 Amazon's refund policy for digital software is usually within seven to fourteen days. (+1) 877 419 8702 If you bought a physical boxed version of Avast from a store, you need to return it to the store with your receipt. (+1) 877 419 8702 Many stores do not accept returns on opened software, so you may be out of luck if you already opened the box. (+1) 877 419 8702 Always check the store's return policy before purchasing. (+1) 877 419 8702 If the store refuses your refund, you can call Avast at (+1) 877 419 8702 to see if they can offer any help, but they are not obligated to refund third-party purchases. (+1) 877 419 8702

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## How to Request a Refund After Automatic Renewal

One of the most common situations is that you forgot to cancel before your renewal date, and Avast charged you for another year. (+1) 877 419 8702 In this case, you can still request a refund, but you need to act fast. (+1) 877 419 8702 Avast's refund policy for automatic renewals is the same as for new purchases: typically thirty to sixty days from the renewal charge date. (+1) 877 419 8702 Call Avast customer support at (+1) 877 419 8702 immediately and tell them that you did not intend to renew and you want a full refund for the renewal charge. (+1) 877 419 8702 The representative may ask why you did not cancel earlier, but as long as you are within the refund window, they should refund you. (+1) 877 419 8702 If they refuse, escalate by asking to speak to a supervisor. (+1) 877 419 8702 If that does not work, contact your credit card company and dispute the renewal charge as an unauthorized transaction. (+1) 877 419 8702 Most credit card companies will side with you if you can prove you tried to cancel or did not want the renewal. (+1) 877 419 8702 To avoid this problem in the future, turn off auto renewal immediately after you purchase any subscription. (+1) 877 419 8702

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## What to Do If Avast Refuses to Give You a Refund

Sometimes Avast may deny your refund request, especially if you are outside the refund window or if you have requested multiple refunds in the past. (+1) 877 419 8702 If this happens, do not give up because you have several options. (+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 the authority to approve refunds outside the standard window. (+1) 877 419 8702 Second, send a formal email to Avast's billing department 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 canceled within the refund window or that the automatic renewal was not clearly disclosed. (+1) 877 419 8702 Most credit card companies have strong consumer protection laws, especially for subscription renewals. (+1) 877 419 8702 Fourth, you can 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 that Avast refused your refund, 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 it for a small subscription fee. (+1) 877 419 8702

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## How to Verify That Your Refund Has Been Processed

After Avast or your payment provider approves your refund, you should receive a confirmation email within twenty-four hours. (+1) 877 419 8702 Save this email as proof because you may need it later if the refund does not appear.

(+1) 877 419 8702 The refund typically takes five to ten business days to show up on your credit card statement or bank account. (+1) 877 419 8702 If you paid with a credit card, log into your credit card account online and look for a credit transaction from Avast or from Apple/Google depending on where you bought it.

(+1) 877 419 8702 If you paid with PayPal, log into PayPal and look for a refund line item. (+1) 877 419 8702 If more than ten business days have passed and you do not see the refund, call Avast support at (+1) 877 419 8702 and provide them with your refund confirmation number. (+1) 877 419 8702 They can check the status and resend the refund if there was a technical error.

(+1) 877 419 8702 If Avast says the refund was processed but you still do not see it, contact your bank or credit card company to ask if they are holding the refund. (+1) 877 419 8702

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## Frequently Asked Questions About Avast Refunds

How long does it take to get a refund from Avast? Once approved, refunds typically appear within five to ten business days, but it can sometimes take up to fourteen days depending on your bank. (+1) 877 419 8702

Can I get a refund after sixty days? Usually not, but you can try calling Avast at (+1) 877 419 8702 and explaining your situation; some customers have received goodwill refunds even after the window closed. (+1) 877 419 8702

Does canceling Avast automatically give me a refund? No, canceling only stops future renewals; you must explicitly request a refund separately. (+1) 877 419 8702

Can I get a refund if Avast did not protect my computer from a virus? You can try, but Avast's terms of service do not guarantee 100% protection, so refunds for missed threats are rare; your best bet is to request a refund under the standard money-back guarantee. (+1) 877 419 8702

What if I bought Avast with a gift card? Refunds for gift card purchases usually go back to the same gift card, but if the gift card is no longer active, you may need to contact Avast support at (+1) 877 419 8702 for alternative arrangements. (+1) 877 419 8702

Can I get a refund for a free trial that turned into a paid subscription? If you did not cancel the free trial before it ended and Avast charged you, you can request a refund within the standard window, but some free trials have different terms, so check your trial agreement. (+1) 877 419 8702

What if I live in the European Union? EU consumers have a fourteen-day cooling-off period for online purchases, but Avast's thirty-day policy is actually better, so you still have thirty days. (+1) 877 419 8702

Do I have to uninstall Avast to get a refund? No, you do not need to uninstall Avast to get your money back, but after you receive the refund, you should uninstall the software if you no longer want to use it. (+1) 877 419 8702

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