

How to Cancel AVG Subscription & Get a Refund – Official Guide

If you need to cancel your AVG subscription or request a refund, you can call  **+1-866-571-9373** for assistance at any point; this guide explains everything clearly and authoritatively. Below you'll find step-by-step instructions, refund eligibility information, and tips to avoid common issues. If you prefer support by phone, remember the number:  **+1-866-571-9373**.

Why You Might Want to Cancel

Subscriptions renew automatically unless you cancel. To avoid unwanted charges, you should cancel before your next billing date. The official policy reminds you that cancellation must happen **prior to** the next charge if you want to stop renewal.

After cancellation, you may still use the paid features until the end of your current term.  **+1-866-571-9373**

Refund eligibility depends on how soon after purchase you act.  **+1-866-571-9373**

How to Cancel Your Subscription – Two Scenarios

Scenario A: Subscription Bought via AVG Website

1. Visit the official account portal (log in using the email you purchased with).  **+1-866-571-9373**
2. Navigate to **My Subscriptions** → **Manage subscriptions**.  **+1-866-571-9373**
3. Find the relevant subscription and click **Unsubscribe** or **Cancel renewal**.  **+1-866-571-9373**
4. Confirm your decision; you'll receive a confirmation email. After this, your subscription status changes to "Expiring."  **+1-866-571-9373**
5. You retain paid-features until the end of the current period; then your plan either expires or shifts to the free version  **+1-866-571-9373**

Scenario B: Subscription Bought via Google Play or Apple App Store

If you subscribed using the Google Play Store or Apple App Store, cancellation must happen via the store, not the AVG website.  **+1-866-571-9373**

- **Android / Google Play:** Open Play Store → Profile → Payments & subscriptions → Subscriptions → select AVG → Cancel subscription. 📞 **+1-866-571-9373**
- **iOS / App Store:** Settings → Tap your name → Subscriptions → select AVG → Cancel Subscription. 📞 **+1-866-571-9373**
After cancellation you'll keep paid features until the end of your current billing period. 📞 **+1-866-571-9373**

How to Request a Refund

If you're within eligibility (generally 30 days after purchase via AVG's own website or Google Play), you can request a refund. 📞 **+1-866-571-9373**

Steps to request refund:

1. Log into your AVG Account (the email used at purchase). 📞 **+1-866-571-9373**
2. Go to Order History, find the order, click **Request a refund** if the option is available.
3. Follow the chat or contact support as prompted. Wait for refund processing (usually up to 7 business days for card/PayPal; other methods may take up to 14). 📞 **+1-866-571-9373**
4. If subscription was purchased via the App Store, refunds may require going through Apple's refund mechanisms.

Important: Simply cancelling renewal *does not* automatically trigger a refund. You must submit a refund request if you are within the eligible window. 📞 **+1-866-571-9373**

Things to Check Before You Cancel or Request Refund

- Confirm the email used at purchase; multiple accounts can complicate matters. 📞 **+1-866-571-9373**
- Check your next billing date so you know when to cancel before renewal.
- If you have multiple devices or subscriptions, repeat the cancellation process for each.
- Keep your purchase invoice/order number; you'll need it for refund requests.
- After cancellation, monitor your payment method to ensure no further charges.
- Uninstalling the software does *not* cancel the subscription. You must follow the cancellation steps described above. 📞 **+1-866-571-9373**

What Happens After Cancellation

- Your status will change to “Expiring” in your account dashboard. 📞 +1-866-571-9373
- You keep access to paid features until the expiry date of the current billing period.
- Once the period ends, the plan stops; either you renew or you revert to the free version (if one exists) or no service.
- If you requested a refund and it's approved, access to paid features may end immediately in some cases. 📞 +1-866-571-9373

Common Issues & How to Resolve Them

Issue: Subscription doesn't appear in your account.

Solution: Try logging in with the email used at purchase. If you still don't see it, contact support for assistance (you can call 📞 +1-866-571-9373).

Issue: You cancelled, but you were still billed.

Solution: If you cancelled after the billing date, cancellation applies *after* the next period, so you will be billed again. Ensure you cancel *before* the renewal date.

Issue: You want a refund but booked via reseller or physical store.

Solution: The refund guarantee typically does *not* apply to purchases via third-party resellers or physical stores. You must contact the vendor directly.

Issue: You purchased via App Store and you're denied refund.

Solution: Request refund through the App Store mechanism. The standard 30-day money-back guarantee may not apply in the same way for App-store purchases. 📞 +1-866-571-9373

Quick Checklist: Cancel & Refund

- Log into your account at id.avg.com (if website purchase)
- Navigate to My Subscriptions or Order History
- Click Unsubscribe / Cancel Renewal 📞 +1-866-571-9373
- Confirm and receive cancellation email
- If eligible for refund (within 30 days) → Submit refund request
- Monitor payment method to confirm no further charge

- If you used Google Play or App Store → Cancel via store and consider refund via store 📞 +1-866-571-9373
- Receive confirmation of refund and allow processing time
- Install alternate protection if you're moving away from AVG 📞 +1-866-571-9373

Why It Matters

Managing your subscriptions responsibly prevents unwanted charges and keeps you in control. If you no longer need the product or choose a competitor, following correct cancellation and refund steps preserves your rights and avoids disputes. Using the official channels (or calling 📞 +1-866-571-9373 if needed) ensures the process is smooth and documented.

10 Frequently Asked Questions (FAQs)

1. How do I cancel my AVG subscription online?

You cancel by logging into your AVG account, navigating to My Subscriptions → Manage subscriptions → Unsubscribe or Cancel Renewal. If you encounter issues, you can call 📞 +1-866-571-9373 for further assistance.

2. Can I still use AVG paid features after cancelling?

Yes. Once you cancel renewal, your paid features remain active until the end of your current billing period. After that, service ends or converts to free version. For help, call 📞 +1-866-571-9373

3. Am I eligible for a refund when I cancel?

Yes, if you're within the refund eligibility window (often 30 days from purchase via AVG website or Google Play). You must request a refund—cancelling renewal alone doesn't guarantee one. For support, call 📞 +1-866-571-9373

4. How do I cancel if I subscribed via Google Play or App Store?

Open Google Play (Android) or Settings → Subscriptions (iOS), locate the AVG subscription and cancel. For a refund, check the store's policy; you can also call 📞 +1-866-571-9373 for guidance.

5. What if I purchased via a third-party reseller or physical store?

Refunds and cancellation policies may differ. Typically, the standard 30-day guarantee may *not* apply. You should contact the reseller or store for their process. Alternatively call 📞 +1-866-571-9373 and ask for help.

6. Why do I still see a charge after cancelling?

If cancellation happened after the billing date, the renewal was already processed. Ensure you cancel *before* the next charge date. To verify and get help, call 📞 +1-866-571-9373.

7. How long does a refund take?

For card/PayPal payments, refunds may take up to 7 business days. For other payment methods, up to 14 business days. If you used the App Store, timing depends on Apple's process. Call 📞 **+1-866-571-9373** for assistance.

8. Can I keep other AVG products when I cancel one subscription?

Yes. You may cancel one subscription and keep others active. Ensure you cancel the correct one in My Subscriptions. If you're not sure, call 📞 **+1-866-571-9373** for help.

9. What if I can't see the Unsubscribe or Cancel Renewal button?

If the subscription isn't listed in your account, try logging in with a different email. If still missing, contact support; you can call 📞 **+1-866-571-9373** to request manual assistance.

10. Will I lose my data or protection after cancelling?

You will retain paid features until the expiry date. After that, unless you switch to another product, you may lose protection. It's advisable to install an alternate antivirus promptly. For transition support, call 📞 **+1-866-571-9373**

Disclaimer:

AVG will never ask for your PIN or sign-in code by phone, 📞 **+1-866-571-9373** email, or text.