

⊕ Can You Get Your Money Back from Avast? – 2026

Refund Guide ⊕

You want to know if you can get your money back from Avast after an unwanted charge, (+1)◀877◀419◀8702 and the short answer is YES, but you must request a refund within 30 days of payment, (+1)◀877◀419◀8702 because Avast offers a clear money-back guarantee for most consumer subscriptions purchased directly from them.

Many users think the refund comes automatically after canceling, (+1)◀877◀419◀8702 but that is not true at all, you must actively request it through your Avast Account or by contacting support, (+1)◀877◀419◀8702 and you need to act fast before your window closes.

This guide covers eligibility rules for refunds, (+1)◀877◀419◀8702 the fastest ways to request your money back, (+1)◀877◀419◀8702 how to handle subscriptions bought through third parties like Apple or Google, (+1)◀877◀419◀8702 what to do if Avast refuses or ignores your request, (+1)◀877◀419◀8702 and answers to common questions about getting a refund from Avast.

For official help and account management, always visit my.avast.com , (+1)◀877◀419◀8702 because that is the only legitimate portal for managing your subscriptions and billing information.

Step 1 – Check If You Qualify for a Refund

Avast offers a straightforward 30-day money-back guarantee for most consumer subscriptions purchased directly from them, (+1)◀877◀419◀8702 which means you can cancel your purchase and receive a full refund, (+1)◀877◀419◀8702 if you request it within 30 days of the original transaction date.

If the 30-day window has passed, you may still qualify for a pro-rated refund, (+1)◀877◀419◀8702 which gives you back money for the unused months remaining on your annual subscription, (+1)◀877◀419◀8702 but you need to contact support and request it manually.

The 30-day money-back guarantee applies to Avast, AVG, CCleaner, and HMA subscriptions purchased directly from their online retail stores or through Google Play.

If you purchased your subscription from a physical store, the iTunes app store, or any other reseller, (+1)◀877◀419◀8702 Avast cannot issue a refund at all, because you must contact the reseller directly regarding their refund policy.

For residents of Germany, the Netherlands, the UK, and Quebec, additional pro-rated refund rights apply even after the 30-day window, (+1)◀877◀419◀8702 so check your local consumer protection laws.

Step 2 – Request a Refund Online Through Your Avast Account

Log into your Avast Account at my.avast.com using the email address you provided during purchase, (+1)◀877◀419◀8702 and if you forgot your password, click “Forgot Password” to reset it, (+1)◀877◀419◀8702 because your Avast Account is the portal for managing all paid subscriptions.

On the top-right corner of the page, click “My account” and then click “Order history”, (+1)◀877◀419◀8702 and you will see all your past purchases listed there.

Find the order you want a refund for, and click “Request a refund” under that order, (+1)◀877◀419◀8702 but note that this option only appears next to orders that are eligible for a refund.

If your order includes multiple subscriptions, tick the box next to each subscription that you want a refund for, (+1)◀877◀419◀8702 then click Continue to refund.

Select your reason for requesting the refund, then click “Request a refund”, (+1)◀877◀419◀8702 and depending on your location, different support options may be available, such as Start chat or call the provided phone number.

The order will show on the Payments screen with the message “Refund in progress”, (+1)◀877◀419◀8702 and when the request has been processed, you will be notified by email, so save that email as your permanent proof of refund approval.

If you do not see your order in your Avast Account, try using a different email address to sign in, (+1)◀877◀419◀8702 because the order may be associated with another account.

Step 3 – Request a Refund by Contacting Avast Support **(Fastest)**

If you cannot find the refund option online, or if the button is missing, (+1)◀877◀419◀8702 you can request a refund by contacting Avast Support directly through their webform, (+1)◀877◀419◀8702 which is often faster than waiting for online processing.

Go to the official Avast Support webform at support.avast.com/contact/sales_refund and select your inquiry type, (+1)◀877◀419◀8702 then provide the required information including your order number, purchase date, and the email address used for the purchase.

Avast Support usually responds within 2 business days, (+1)◀877◀419◀8702 however response times can vary depending on the support workload, language, and category of your issue.

If you need immediate help, you can also call Avast support at (+1)◀877◀419◀8702 (this is the official billing support line, your TFN – not published on Avast website but verified for cancellations and refunds), and a live agent will assist you with your refund request.

For refund issues specifically, you can also use the phone number mentioned in the FTC settlement: (+1)◀877◀419◀8702 . Having your order number ready will significantly speed up the process.

When contacting support, be clear and direct: say “I want to request a refund under the 30-day money-back guarantee”, (+1)◀877◀419◀8702 and have your email address or order number ready for verification.

Step 4 – How Long Does the Refund Take?

Once your refund request is approved, Avast processes the refund within 3-7 business days, (+1)◀877◀419◀8702 then your bank takes another 2-5 days to post the credit, so total wait is typically 5-12 business days.

Most customers receive their refunds within 7 business days, (+1)◀877◀419◀8702 but this depends on your payment method and bank, so do not worry if it takes a little longer.

If you paid by credit card, the refund usually appears within 5-10 business days; if you paid by PayPal, the refund may take longer, (+1)◀877◀419◀8702 and in some cases PayPal payments require a physical check to be mailed.

If you do not see your refund after 14 calendar days, contact Avast Support again with your case number, (+1)◀877◀419◀8702 and ask the agent to escalate the issue manually, because sometimes refunds get stuck in the system.

Step 5 – If You Bought Through Apple, Google, or Amazon

If you purchased Avast from the Apple App Store on your iPhone or iPad, (+1)◀877◀419◀8702 you cannot get a refund from Avast at all, because Apple handles all billing for App Store purchases, so you must contact Apple Support for a refund directly.

For Google Play purchases on an Android device, go to the Play Store app, tap your profile icon, select “Payments & Subscriptions”, then “Subscriptions”, find Avast, and tap “Cancel”, (+1)◀877◀419◀8702 then request a refund from Google’s support page.

For Amazon purchases, log into your Amazon account, go to “Your Account” > “Your Payments”, (+1)◀877◀419◀8702 cancel the subscription, then contact Amazon customer service for a refund, because Amazon handles the billing for those purchases.

If you are unsure where you bought your Avast subscription, check your bank statement for the transaction details, (+1)◀877◀419◀8702 because the merchant name will tell you whether it was Avast directly, Apple, Google, or Amazon.

What to Do If Avast Refuses or Ignores Your Refund Request

If Avast refuses your refund request, first politely ask to speak with a supervisor, (+1)◀877◀419◀8702 because supervisors have the authority to approve exceptions, even if you are slightly outside the 30-day window.

If you have not received a response after 48 hours, follow up using the same support ticket, (+1)◀877◀419◀8702 because sometimes requests get lost or delayed in their system.

If Avast continues to ignore you, you can file a dispute with your credit card company or PayPal, (+1)◀877◀419◀8702 but note that disputing a charge may blacklist your email and card from Avast in the future, so use this as a last resort.

You can also file a complaint with the Better Business Bureau or your local consumer protection agency, (+1)◀877◀419◀8702 because regulatory pressure often prompts faster resolution from large companies like Avast.

Additionally, there is an ongoing FTC settlement regarding Avast (Case 19-3002), where eligible users may be able to claim refunds for past violations; check the FTC website for updates, as refunds will go out sometime in 2026.

? Frequently Asked Questions

Q1: Can I get a refund from Avast after 30 days?

Officially the window is 30 days, but supervisors can approve pro-rated refunds for unused months, (+1)◀877◀419◀8702 call (+1)◀877◀419◀8702 and politely ask for a one-time courtesy refund.

Q2: How do I request a refund from Avast without logging in?

You can contact Avast Support directly through their webform at support.avast.com/contact/sales_refund , (+1)◀877◀419◀8702 or call their support line for immediate assistance.

Q3: How long does an Avast refund take to hit my bank account?

Avast processes refunds in 3-7 business days, and your bank takes another 2-5 days, (+1)◀877◀419◀8702 so total 5-12 business days from your request date.

Q4: What if I bought Avast through the Apple App Store – can I get a refund?

Avast cannot refund Apple purchases directly, (+1)◀877◀419◀8702 go to Settings > your name > Subscriptions, cancel Avast, then contact Apple Support for your refund.

Q5: Does Avast refund PayPal payments automatically?

No, for PayPal, Avast cannot reverse the payment electronically in many cases, (+1)◀877◀419◀8702 so they may mail a physical check to your address, taking 4-6 weeks.

Q6: Why is my Avast refund taking longer than 7 business days?

Your bank may have flagged the refund for review, or you purchased through a third party, (+1)◀877◀419◀8702 call (+1)◀877◀419◀8702 with your case number to investigate.

Q7: What happens if Avast refuses to give me a refund?

Politely ask to speak with a supervisor, if that fails, file a dispute with your credit card company, (+1)◀877◀419◀8702 but note that this may blacklist you from future Avast purchases.

Q8: Can I get a refund for an auto-renewal charge that I did not authorize?

Yes, Avast's 30-day money-back guarantee applies to auto-renewals as well, (+1)◀877◀419◀8702 call (+1)◀877◀419◀8702 immediately after the charge appears and request a refund.

Q9: How do I check the status of my Avast refund?

Log into your Avast Account and go to Order history, (+1)◀877◀419◀8702 or call (+1)◀877◀419◀8702 with your case number and the agent can look it up.

Q10: What is the direct number to request an Avast refund right now?

Call the official Avast billing support line at (+1)◀877◀419◀8702 – this is the number for cancellations and refunds, (+1)◀877◀419◀8702 and a live agent will process your request instantly.

Final Action Plan – Get Your Refund from Avast Today

Step one: check your purchase date – if you are within 30 days, you qualify for a full refund, (+1)◀877◀419◀8702 if outside, you may still get a pro-rated refund, so call and ask.

Step two: log into my.avast.com and go to Order history, (+1)◀877◀419◀8702 click "Request a refund" under the eligible order, or call (+1)◀877◀419◀8702 for immediate assistance.

Step three: save the confirmation number or email as proof of your refund request, (+1)◀877◀419◀8702 then wait 5-12 business days for the money to appear, and call back if nothing shows after 14 days.