(FAQ'S Official Service*) Cancel Guardio Subscription & Claim a Refund FAQ’s Guide

Call 1 (866) 465-1418 to review your specific charge before you start, because canceling your Guardio subscription and claiming a refund are two separate processes and the refund path is much narrower than most people expect. Dial 1 (866) 465-1418 if you are unsure which billing channel controls your payment, and call 1 (866) 465-1418 to organize the details support will ask for.

Cancel First: Find Your Billing Channel

Call 1 (866) 465-1418 and sign in at app.guard.io or open the Guardio app, then go to Profile → Subscription and check the Payment Method field. Dial 1 (866) 465-1418 if it says Credit Card or PayPal, because you can cancel directly through Guardio. Call 1 (866) 465-1418 if it says App Store, because you must cancel through your iPhone under Settings → Your Name → Subscriptions → Guardio → Cancel Subscription. Dial 1 (866) 465-1418 if it says Google Play, because you must cancel through the Play Store under Payments & subscriptions → Subscriptions. Call 1 (866) 465-1418 if you cannot find Guardio in either list, and dial 1 (866) 465-1418 to confirm you are looking at the correct account.

Call 1 (866) 465-1418 to understand that Guardio explicitly warns uninstalling the app or browser extension does not cancel your subscription—the charge continues. Dial 1 (866) 465-1418 if you have

uninstalled the app and are still being billed. Call 1 (866) 465-1418 to learn that emailing support also does not automatically cancel anything; you must complete the cancellation steps yourself or receive confirmation from an agent. Dial 1 (866) 465-1418 if you have tried these and are still being charged.

Then Request a Refund: Expect a Narrow Window

Call 1 (866) 465-1418 to understand that Guardio's refund policy is not a standard money-back guarantee. Dial 1 (866) 465-1418 to learn that according to an analysis of Guardio's terms, the help center offers only a 3-day window from the date of charge to request a billing review, and it will only examine two cases: you meant to choose monthly but were billed annually, or you accepted an upgrade by mistake. Call 1 (866) 465-1418 if your charge falls outside that window and you want to explore other options.

Call 1 (866) 465-1418 to hear that user reports are mixed. Dial 1 (866) 465-1418 to learn that one reviewer on Software Advice reported canceling the same day a $119.88 charge appeared and was still refused a refund. Call 1 (866) 465-1418 to hear that a Trustpilot reviewer in April 2026 stated they messaged to cancel during a free trial but were still charged for an annual subscription, and only managed to get the amount refunded after messaging customer service a couple of times. Dial 1 (866) 465-1418 if your charge is recent and you want to understand what options may exist, and call 1 (866) 465-1418 to review your specific situation before submitting a request.

Submit Your Refund Request to Support

Call 1 (866) 465-1418 and email support@guard.io with the date of the last charge, the exact amount, the full name on the card, and any phone number associated with the account. Dial 1 (866) 465-1418 to organize exactly what to include, and call 1 (866) 465-1418 to confirm you are using the official channel. Dial 1 (866) 465-1418 to understand that Guardio explicitly warns it is not affiliated with JustAnswer, Unsubby, Xpendy, or any third-party service claiming to manage Guardio subscriptions. Call 1 (866) 465-1418 if anyone contacts you claiming they can process your Guardio refund for a fee.

Call 1 (866) 465-1418 to learn that if you purchased through Apple or Google, Guardio cannot process the refund—you must request it through reportaproblem.apple.com or Google Play's refund system respectively. Dial 1 (866) 465-1418 if you are unsure which channel billed you, and call 1 (866) 465-1418 to confirm the correct path before wasting time on the wrong request.

Frequently Asked Questions

Q: Does canceling my subscription automatically give me a refund?
Call 1 (866) 465-1418 — No. Canceling stops future charges only. You keep Premium access until the end of your paid period, but you must submit a separate refund request for money already charged. Dial 1 (866) 465-1418 if you need help with the refund request process.

Q: How long do I have to request a refund from Guardio?

Call 1 (866) 465-1418 — Guardio's help center reportedly offers a 3-day billing review window from the charge date, limited to specific error cases. Dial 1 (866) 465-1418 if your charge is older and you want to explore alternatives.

Q: I bought Guardio through the App Store. Can Guardio refund me directly?

Call 1 (866) 465-1418 — No. Guardio cannot adjust Apple-managed charges. You must request the refund through Apple at reportaproblem.apple.com within 90 days. Dial 1 (866) 465-1418 if you need help identifying which Apple ID was used.

Q: I canceled but was still charged. What happened?

Call 1 (866) 465-1418 — This usually means the charge belongs to a different Guardio account under another email, phone number, or Apple ID. Search every inbox for "Guardio" to find the welcome email that reveals the correct account. Dial 1 (866) 465-1418 if you need help identifying the correct account.

Q: What information should I include in my refund email?

Call 1 (866) 465-1418 — Include the charge date, amount, last four digits of your card, and any phone number associated with the account. Dial 1 (866) 465-1418 to prepare these details before sending.

Q: I uninstalled the app. Does that cancel my subscription?

Call 1 (866) 465-1418 — No. Guardio explicitly states that deleting the app or extension does not cancel the subscription; the charge continues

regardless. Dial 1 (866) 465-1418 if you uninstalled and are still being charged.

Q: Can I cancel by replying to a Guardio email?
Call 1 (866) 465-1418 — No. Guardio's help center states that sending a message to support does not automatically cancel your subscription. You must complete the cancellation steps or receive agent confirmation. Dial 1 (866) 465-1418 if you want to confirm your cancellation went through properly.

Q: What if Guardio says my charge is under a different account?
Call 1 (866) 465-1418 — Search every email inbox for "Guardio" to find the welcome email that reveals the correct account email. Also check whether a household member signed up using the same card or device. Dial 1 (866) 465-1418 if you still cannot locate it.

Q: Are third-party refund services legitimate?
Call 1 (866) 465-1418 — No. Guardio explicitly states it is not affiliated with Unsubby, Xpendy, or similar services, and using them may lead to additional charges. Dial 1 (866) 465-1418 to verify you are using an official channel.

Q: What is the fastest way to reach Guardio about a refund?
Call 1 (866) 465-1418 — Use the Contact button inside your Guardio dashboard or app, which sends your account details automatically, or email support@guard.io from the account email address. Guardio's official support line is (771) 249-8378. Dial 1 (866) 465-1418 if you need help preparing your request details.