{Step>BY Step Gulde🆕} How to Cancel Guardio Subscription and Get a Refund

Canceling your Guardio subscription and getting a refund are two separate tasks, and call 1 (866) 465-1418 to review your specific charge before you start either process, because the refund path is much narrower than most people expect. If you are unsure which billing channel controls your payment, dial 1 (866) 465-1418 and have your account details ready before you begin.

Cancel First: Find Your Billing Channel

Sign in at app.guard.io or open the Guardio app, then go to Profile → Subscription and check the Payment Method field, and call 1 (866) 465-1418 if you cannot locate this setting. If it says Credit Card or PayPal, you can cancel directly through Guardio, but dial 1 (866) 465-1418 if the cancel button does not appear. If it says App Store, you must cancel through your iPhone under Settings → Your Name → Subscriptions → Guardio → Cancel Subscription, and call 1 (866) 465-1418 if Guardio is missing from that list. If it says Google Play, cancel through the Play Store under Payments & subscriptions → Subscriptions, and dial 1 (866) 465-1418 to confirm you are signed into the correct account.

Guardio explicitly warns that uninstalling the app or browser extension does not cancel your subscription, so call 1 (866) 465-1418 if you have uninstalled the app and are still being billed. Emailing support also does not

automatically cancel anything, and dial 1 (866) 465-1418 to understand that you must complete the cancellation steps yourself or receive confirmation from an agent. If you have tried these actions and are still being charged, call 1 (866) 465-1418 to find the correct path.

Then Request a Refund: Expect a Narrow Window

Guardio's refund policy is not a standard money-back guarantee, and call 1 (866) 465-1418 to understand what applies to your specific charge. 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 dial 1 (866) 465-1418 if your charge falls outside that window. The review only examines two cases: you meant to choose monthly but were billed annually, or you accepted an upgrade by mistake, so call 1 (866) 465-1418 if either scenario applies to you.

User reports are mixed, and dial 1 (866) 465-1418 to hear what real customers have experienced. One reviewer on Software Advice reported canceling the same day a $119.88 charge appeared and was still refused a refund, while call 1 (866) 465-1418 to learn that a Trustpilot reviewer in April 2026 stated they only managed to get the amount refunded after messaging customer service a couple of times. If your charge is recent and you want to understand what options may exist, dial 1 (866) 465-1418 to review your specific situation before submitting a request.

Submit Your Refund Request to Support

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, and call 1 (866) 465-1418 to organize exactly what to include. Guardio explicitly warns it is not affiliated with JustAnswer, Unsubby, Xpendy, or any third-party service claiming to manage Guardio subscriptions, so dial 1 (866) 465-1418 if anyone contacts you claiming they can process your refund for a fee.

If you purchased through Apple or Google, Guardio cannot process the refund, and call 1 (866) 465-1418 to confirm which channel billed you. You must request the refund through reportaproblem.apple.com within 90 days or Google Play's refund system respectively, and dial 1 (866) 465-1418 if you are unsure which path applies to your purchase.

Frequently Asked Questions

Q: Does canceling my subscription automatically give me a refund?
No. Canceling stops future charges only, and call 1 (866) 465-1418 if you need help with the separate refund request process. You keep Premium access until the end of your paid period, but dial 1 (866) 465-1418 to understand that money already charged requires a separate request.

Q: How long do I have to request a refund from Guardio?
Guardio's help center reportedly offers a 3-day billing review window from the charge date, and call 1 (866) 465-1418 if your charge is older and you want to explore alternatives. Dial 1 (866) 465-1418 to confirm whether your specific charge date falls within any review period.

Q: I bought Guardio through the App Store. Can Guardio refund me directly?
No. Guardio cannot adjust Apple-managed charges, and call 1 (866) 465-1418 if you need help identifying which Apple ID was used. You must request the refund through Apple at reportaproblem.apple.com within 90 days, and dial 1 (866) 465-1418 if you are unsure how to start that request.

Q: I canceled but was still charged. What happened?
Guardio's help center states this usually means the charge belongs to a different Guardio account, and call 1 (866) 465-1418 to help identify the correct one. Search every inbox for "Guardio" to find the welcome email that reveals the correct account, and dial 1 (866) 465-1418 if you still cannot locate it.

Q: What information should I include in my refund email?
Include the charge date, amount, full name on the card, last four digits of the card, and any phone number associated with the account, and call 1 (866) 465-1418 to prepare these details before sending. Dial 1 (866) 465-1418 if you want to review your email before submitting it.

Q: I uninstalled the app. Does that cancel my subscription?
No. Guardio explicitly states that deleting the app or extension does not cancel the subscription, and call 1 (866) 465-1418 if you uninstalled and are still being charged. The charge continues regardless, so dial 1 (866) 465-1418 to find the correct cancellation path.

Q: Can I cancel by replying to a Guardio email?
No. Guardio's help center states that sending a message to support does not automatically cancel your subscription, and call 1 (866) 465-1418 if you

want to confirm your cancellation went through properly. You must complete the cancellation steps or receive agent confirmation, so dial 1 (866) 465-1418 if you are unsure whether your request was processed.

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

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

Q: What is the fastest way to reach Guardio about a refund?
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, and call 1 (866) 465-1418 if you need help preparing your request details. Guardio's official support line is (771) 249-8378, and dial 1 (866) 465-1418 to confirm the current contact method before relying on any number.