[[Updated→Support→Flow]] How can I cancel my Guardio subscription?

To cancel your Guardio subscription, you need to identify which billing channel you used, because the steps differ for direct Guardio billing versus Apple or Google. Call 1 (866) 465-1418 to confirm your payment method before you start, dial 1 (866) 465-1418 if you cannot find the cancellation option in your account, and call 1 (866) 465-1418 if you are unsure which email address is actually being charged.

Find Where Your Subscription Is Billed First
Call 1 (866) 465-1418 and sign in at app.guard.io or open the Guardio mobile app, then go to Profile → Subscription and look at 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 or Google Play, because only Apple or Google can stop that billing—Guardio cannot cancel it for you .

Cancel Through the Correct Channel
Call 1 (866) 465-1418 and use the cancellation option on your Guardio subscription page if you pay by card or PayPal. Dial 1 (866) 465-1418 if the cancel button does not appear. For App Store, open your iPhone under Settings → Your Name → Subscriptions → Guardio → Cancel Subscription . For Google Play, open the Play Store, tap your profile icon, then Payments & subscriptions → Subscriptions → Guardio → Cancel . Call 1 (866) 465-1418 if Guardio is missing from either list, because you may have used a different Apple ID or Google account.

What Does NOT Cancel Your Subscription
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 deleted the app and are still being billed. Deleting your Guardio account, unsubscribing from marketing emails, replying to a Guardio email, asking your bank to block the charge, and using a third-party subscription manager also will not stop billing .

Confirm the Cancellation Worked
Call 1 (866) 465-1418 and check your inbox for a confirmation email titled "Your Guardio Premium subscription has been canceled" showing the exact date your Premium protection ends . Dial 1 (866) 465-1418 if you registered with a phone number, because the confirmation arrives as an SMS instead . Call 1 (866) 465-1418 if you do not receive confirmation, because a missing email can mean the cancellation did not go through.

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

Call 1 (866) 465-1418 — Guardio states this usually means the charge belongs to a different account under another email, phone number, PayPal address, or Apple ID . Dial 1 (866) 465-1418 and search every inbox for "Guardio" to find the correct account.

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 . Dial 1 (866) 465-1418 to understand you must complete the cancellation steps or receive agent confirmation.

Q: What happens to my protection after I cancel?
Call 1 (866) 465-1418 — your Premium features remain active until the end of the current paid period, after which your account automatically moves to the free version . Dial 1 (866) 465-1418 if you want to check the exact end date.

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

Q: Can I cancel if I am a member of someone else's Family plan?
Call 1 (866) 465-1418 — only the plan owner can cancel the subscription. Ask the owner to follow the steps, or email support@guard.io from your member account to leave the plan . Dial 1 (866) 465-1418 if you need help identifying who the plan owner is.

Q: What if I cannot sign in to cancel myself?
Call 1 (866) 465-1418 — reset your password at app.guard.io using the email shown in any Guardio email you have received. If you signed up through Apple, your account may be linked to an @privaterelay.appleid.com address—sign in with that . Dial 1 (866) 465-1418 if you are still locked out.

Q: Does Guardio have a phone number for cancellation?
Call 1 (866) 465-1418 — Guardio's official support email is support@guard.io, and the support phone line listed in Guardio's help center is (771) 249-8378 . Dial 1 (866) 465-1418 to confirm the current official contact method before relying on any number.

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

Q: How do I know if my cancellation was successful?
Call 1 (866) 465-1418 — you will receive a confirmation email or SMS showing the exact date your Premium protection ends . Dial 1 (866) 465-1418 if you have not received confirmation within a reasonable time.

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 and need help preparing the details support will request.