



Getting a refund for an ACG app subscription

Tags: **ACG**

There are several ways to request a refund for your ACG subscription. You can choose the one that works best for your operating system.

Note: Some of these require you to “report a problem” in order to initiate the refund process.

For Apple users:

- Report a problem via your email receipt
- Report a problem through a web browser
- Report a problem via iTunes

For Android users:

- Request a refund via Google Play
- Request a refund on a web browser
- Request a refund after 48 hours

How do I request a refund as an Apple user?

Request a refund via email receipt

You cannot currently request a refund via the Apple app store, but you can request one via your email receipt, web browser or iTunes.

1. Locate your Apple receipt in your email. The subject will be “Your receipt from Apple.”
2. Tap on the purchase receipt.
3. Tap **Report a Problem** next to the purchase you want to report. You'll be redirected to Apple's problem reports page.
4. Enter your Apple ID and password when prompted.

Request a refund via web browser

1. Navigate to Apple's [Problem Reports page \(external site, opens in new tab\)](#).
2. Log in with your Apple ID and password.

3. Select the appropriate tab: all, music, movies, TV shows, apps, or books.
4. Click **Report a Problem** to the right of the purchase you want a refund for.
5. Click **Choose Problem** and select your problem from the menu.
6. Enter details about your problem and then click **Submit**.

Request a refund via iTunes

1. Launch **iTunes** on either your Mac or Windows PC.
2. Click **Account**.
3. Enter your Apple ID and password when prompted.
4. Click **See All** under Purchase History.
5. Click the arrow next to the purchase batch that contains the purchase you'd like a refund for.
6. Click **Report a Problem** at the bottom of the purchase batch.
7. Click **Report a Problem** next to the single item you wish to report. You'll be redirected to Apple's problem reports page.
8. Log in with your Apple ID and password.
9. Select the appropriate tab: all, music, movies, TV shows, apps, or books.
10. Click **Report a Problem** to the right of the purchase you want a refund for.
11. Click **Choose Problem** and select your problem from the menu.
12. Enter details about your problem and then click **Submit**.

How do I request a refund as an Android user?

Request a refund via Google Play

If it's been less than 48 hours since you subscribed to ACG within your ACG Android app, you can request a refund through Google Play.

1. Open the **Google Play Store**.
2. Tap your profile icon in the upper-right corner.
3. Tap **Payments & subscriptions** in the menu.
4. Tap **Subscriptions**.
5. Tap the ACG subscription.
6. Tap the **Refund** button and follow the instructions.
7. Look for an email confirming your refund request was processed and the funds will be refunded.

Request a refund via web browser

1. Navigate to the [Google Play refund page \(external site, opens in new tab\)](#) .
2. Click **Continue** towards the bottom of the page.
3. Click **Yes** to confirm your Google account. Then click **Continue** at the bottom of the page to see your recent purchases.
4. Select the ACG purchase, then click **Continue** to go to a confirmation page.
5. Select the applicable reason for your refund request then click **Continue**.
6. Enter the reason for your cancellation into the text field to activate the **Continue** button. Click **Continue**.
7. Click **Request a refund** to complete the process.
8. Look for an email confirming your refund was processed.

Request a refund after 48 hours

If the ACG in-app purchase does not appear in the transactions list, the 48-hour refund period has lapsed. You'll need to contact [Google Support \(external site, opens in new tab\)](#) or [our ACG Support team \(opens email form\)](#) and ask for assistance.

If you need help, please email [Pluralsight Support \(opens email form\)](#) for 24/7 assistance.
