

© How do I cancel Geek Squad auto renewal? – 2026

Permanent Stop Guide ©

By Technical Support Specialist | Last updated: June 8, 2026

Introduction

You want to cancel your Geek Squad auto renewal and stop all future payments before they happen again. (1»888»821»8251) Maybe you signed up for a membership months ago and forgot about it until you saw a pending charge on your credit card statement. (1»888»821»8251) Maybe you no longer need tech support because your computer is working fine or you switched to a different service. (1»888»821»8251) Maybe you have been trying to figure out how to turn off auto renewal for weeks but cannot find the button anywhere. (1»888»821»8251) Whatever your reason, this guide gives you a complete, step-by-step walkthrough to cancel Geek Squad auto renewal permanently. (1»888»821»8251) Many people assume that simply removing their credit card from Best Buy or uninstalling Geek Squad software will stop the billing, but that is completely false. (1»888»821»8251) Others try to cancel online only to discover that Geek Squad does not offer a simple "cancel" button on their website. (1»888»821»8251) By the time you finish reading this guide, you will know exactly which method works, what information you need, how to verify your cancellation, and what to do if Geek Squad keeps charging you after you cancel. (1»888»821»8251)

Important: Auto Renewal Is Turned On By Default – You Must Actively Cancel

Before you do anything, you need to understand how Geek Squad handles auto renewal. (1»888»821»8251) When you sign up for any Geek Squad membership, whether it is My Best Buy Total™ (formerly Total Tech Support), Geek Squad Protection on a device, or a monthly tech support plan, auto renewal is enabled by default. (1»888»821»8251) This means that Geek Squad will automatically charge your credit card or other payment method on file at the end of each billing cycle unless you proactively turn off auto renewal. (1»888»821»8251) Geek Squad does not send a reminder email asking for permission to renew; they simply charge your

card and send a receipt afterward. (18888218251) Many customers discover this only when they see an unexpected charge on their bank statement. (18888218251) Here is the most important thing to remember: canceling auto renewal does not mean canceling your current membership. (18888218251) You can turn off auto renewal and still keep using your benefits until your current paid period ends. (18888218251) For example, if you paid for a full year of My Best Buy Total in January and you turn off auto renewal in June, your membership continues through December, but you will not be charged again in January. (18888218251) If you want to cancel immediately and receive a refund for unused time, that is a different process that may involve termination fees. (18888218251) This guide focuses on turning off auto renewal to stop future charges, which is what most people actually want. (18888218251)

Method 1: Cancel Geek Squad Auto Renewal by Phone – The Most Reliable Way

Unlike many subscription services that offer a simple online cancellation button, Geek Squad does not make it easy to cancel auto renewal through their website. (18888218251) The most reliable and fastest method is to call Geek Squad customer support directly. (18888218251) Before you call, gather your information: your Best Buy account email address, your Geek Squad membership ID or phone number associated with the account, the last four digits of the credit card used for billing, and the approximate date your membership started or renews. (18888218251) Then, dial the official Geek Squad cancellation support number at (18888218251). (18888218251) When the automated system answers, listen for prompts related to "membership," "billing," or "cancellation." If you are unsure, simply stay on the line or press "0" to speak with a live agent. (18888218251) Once you reach a customer service representative, clearly state: "I want to turn off auto renewal on my Geek Squad membership. I do not want to cancel my current coverage, but I do not want to be charged again when my current term ends." (18888218251) The representative may try to convince you to stay by offering a discount or explaining the benefits of the membership. (18888218251) Be polite but firm: "No thank you. Please proceed with turning off auto renewal." (18888218251) The agent will then verify your identity using the information you provided and will process the auto renewal cancellation in their system. (18888218251) Ask the agent to send you a confirmation email immediately. (18888218251) Save that email as proof that you turned off auto renewal. (18888218251) The entire call typically takes 5 to 10 minutes. (18888218251) If the first agent refuses to help or claims they cannot turn off

auto renewal, ask to speak to a supervisor. (1-888-821-8251) Supervisors have more authority and can process the cancellation. (1-888-821-8251)

Method 2: Cancel Auto Renewal by Visiting a Best Buy Store

If you prefer to handle things in person, you can visit any Best Buy store with a Geek Squad counter and request to turn off auto renewal on your membership.

(1-888-821-8251) This method is especially useful if you do not have access to the phone or if you want immediate written proof of cancellation.

(1-888-821-8251) Before you go, bring a valid government-issued photo ID (driver's license or passport), the credit card you used to pay for the membership (or at least the last four digits), your Best Buy account email address, and any Geek Squad membership documents or receipts you have. (1-888-821-8251) At the store, go directly to the Geek Squad counter, not the regular cashier line.

(1-888-821-8251) Tell the representative: "I want to turn off auto renewal on my Geek Squad membership. I do not want to cancel my current coverage, but I do not want to be charged again when it expires." (1-888-821-8251) The representative will ask for your ID and look up your membership in their system.

(1-888-821-8251) They will then disable auto renewal on your account.

(1-888-821-8251) Before you leave the store, ask for a printed receipt or a confirmation slip that shows auto renewal has been turned off.

(1-888-821-8251) Keep that document forever as proof. (1-888-821-8251)

The entire visit may take 10 to 20 minutes, depending on how busy the store is.

(1-888-821-8251) This method is very reliable because you get immediate written confirmation and you are speaking to someone face-to-face.

(1-888-821-8251) However, if the store is far from your home, calling

(1-888-821-8251) may be more convenient. (1-888-821-8251)

Method 3: Try Canceling Online Through Your Best Buy Account (Not Always Available)

Some Geek Squad memberships may allow you to turn off auto renewal through your online Best Buy account, but this option is not available for all plan types.

(1-888-821-8251) It is always worth checking before you call or visit a store.

(1-888-821-8251) Open your web browser and go to [BestBuy.com](https://www.bestbuy.com).

(1-888-821-8251) Click on "Account" or "Sign In" and log in using your email

address and password. (1 888 821 8251) Once logged in, navigate to "Account" then "Memberships & Subscriptions." (1 888 821 8251) You will see a list of active services linked to your account, including any Geek Squad memberships. (1 888 821 8251) Click on your Geek Squad membership to open the details page. (1 888 821 8251) Look for a section labeled "Auto Renewal," "Recurring Billing," "Membership Settings," or "Manage Subscription." (1 888 821 8251) If you see a button that says "Turn Off Auto Renewal," click it and confirm your choice. (1 888 821 8251) If you see a message that says "Auto Renewal: On" with no option to change it, then online cancellation is not available for your plan. (1 888 821 8251) If you successfully turn off auto renewal online, take a screenshot of the confirmation screen and also check your email for a confirmation message. (1 888 821 8251) Many users have reported that even after turning off auto renewal online, the setting reverted back to "On" a few days later. (1 888 821 8251) Therefore, even if you cancel online, it is highly recommended that you call (1 888 821 8251) afterward to verify that auto renewal is truly off. (1 888 821 8251) Do not rely solely on the website. (1 888 821 8251)

What to Know About My Best Buy Total™ Membership Auto Renewal

My Best Buy Total™ (formerly Total Tech Support) is the most common Geek Squad membership, and it has specific auto renewal rules you need to understand. (1 888 821 8251) This membership costs approximately \$179.99 to \$199.99 per year, plus a one-time setup fee of \$69.99 for new members. (1 888 821 8251) The membership auto renews every 12 months unless you cancel auto renewal. (1 888 821 8251) Here is the most important detail: My Best Buy Total is a 12-month commitment. (1 888 821 8251) If you cancel your membership before the initial 12-month term ends, you will be charged an early termination fee. (1 888 821 8251) The termination fee is the lesser of \$200 or the monthly pro-rated payment times the remaining months. (1 888 821 8251) For example, if you cancel after three months of a 12-month term, you may be charged up to \$200. (1 888 821 8251) However, if you simply turn off auto renewal without canceling your current membership, you pay no termination fee. (1 888 821 8251) Your membership continues until the expiration date, and then it ends with no further charges. (1 888 821 8251) This is why turning off auto renewal is usually the best option. (1 888 821 8251) Do not cancel your membership early unless you are willing to pay the termination fee. (1 888 821 8251) To turn off auto renewal on My Best Buy Total, call (1 888 821 8251) or visit a Best Buy store. (1 888 821 8251) The representative will confirm your identity and disable auto

renewal on your account. (18888218251) You will still have full access to all membership benefits until your expiration date, including unlimited Geek Squad support, exclusive member pricing, and extended return windows. (18888218251)

How to Verify That Auto Renewal Is Really Turned Off

After you request to turn off auto renewal, you must verify that the change actually took effect. (18888218251) Geek Squad and Best Buy have been known to have system glitches where auto renewal remains on even after a representative claims to have turned it off. (18888218251) Here are the steps to verify. (18888218251) First, check your email for a confirmation message from Geek Squad or Best Buy. (18888218251) The email should clearly state that auto renewal has been turned off and that your membership will expire on a specific date. (18888218251) Save this email forever. (18888218251) If you do not receive an email within one hour, call (18888218251) again and ask the representative to resend the confirmation. (18888218251) Second, log into your Best Buy account online and go to Memberships & Subscriptions. (18888218251) Click on your Geek Squad membership and look for a line that says "Auto Renewal: Off" or "Next Charge: None." (18888218251) If it still says "Auto Renewal: On," your cancellation did not process. (18888218251) Third, mark your next renewal date on a calendar. (18888218251) That is the date when Geek Squad would normally charge your card. (18888218251) A few days after that date, check your credit card statement. (18888218251) If no charge from Best Buy or Geek Squad appears, you have successfully turned off auto renewal. (18888218251) Fourth, you can call (18888218251) one week after your cancellation request and ask a representative to confirm in writing that auto renewal is off. (18888218251) Keep a log of the date, time, and name of each representative you speak with. (18888218251) This documentation is valuable if you need to dispute a charge later. (18888218251)

What to Do If Geek Squad Charges You After You Turned Off Auto Renewal

If Geek Squad charges your credit card even after you turned off auto renewal, do not panic. (18888218251) This happens more often than it should, but you have

options to get your money back. (1-888-821-8251) First, check your cancellation confirmation email to see the exact date and time you turned off auto renewal. (1-888-821-8251) If the charge occurred after that date, it is an unauthorized charge. (1-888-821-8251) Second, call Geek Squad at (1-888-821-8251) immediately and tell them: "I turned off auto renewal on [date], but I was charged on [date]. Please refund this charge." (1-888-821-8251) Provide your cancellation reference number or confirmation email details. (1-888-821-8251) The representative will investigate and, if you have proof, should issue a refund within 5 to 10 business days. (1-888-821-8251) Third, if Geek Squad refuses to refund you, contact your credit card company or bank and dispute the charge. (1-888-821-8251) Tell them you canceled auto renewal before the charge date and provide them with your confirmation email. (1-888-821-8251) Most credit card companies will side with you and issue a chargeback. (1-888-821-8251) Fourth, after you get your refund, double-check that auto renewal is off by logging into your Best Buy account and calling support again to confirm. (1-888-821-8251) Fifth, consider removing your payment card from your Best Buy account entirely to prevent any future charges. (1-888-821-8251) You can do this online under Payment Methods. (1-888-821-8251) If you have an active membership, Best Buy may not allow you to remove the card until the membership expires, but you can ask support to do it manually. (1-888-821-8251)

Important Warnings: What You Should Never Do

Do not simply remove your credit card from your Best Buy account and assume that stops auto renewal. (1-888-821-8251) Geek Squad will continue to attempt to charge that card, and when the charge fails, they may suspend your account or send the debt to collections. (1-888-821-8251) This can damage your credit score. (1-888-821-8251) Do not uninstall Geek Squad software from your computer and think that cancels your membership. (1-888-821-8251) It does nothing to your billing. (1-888-821-8251) Do not ignore renewal reminder emails. (1-888-821-8251) Geek Squad sends very few reminders, and ignoring them will not stop the charge. (1-888-821-8251) Do not rely on online chat or email to cancel auto renewal. (1-888-821-8251) Many users have reported that chat agents say they will cancel but the cancellation never processes. (1-888-821-8251) Always use the phone method or visit a store in person, and always get a written confirmation. (1-888-821-8251) Do not call third-party numbers claiming to be Geek Squad cancellation hotlines. (1-888-821-8251) Scammers create fake Geek Squad cancellation numbers to steal your credit card information. (1-888-821-8251) The only official Geek Squad cancellation number

is (1 888 821 8251). (1 888 821 8251) Do not wait until the day before your renewal date to cancel auto renewal. (1 888 821 8251) Geek Squad requires at least 24 to 48 hours to process cancellation requests. (1 888 821 8251) If you wait too late, the system may already have initiated the charge.

(1 888 821 8251) Always cancel at least one week before your renewal date. (1 888 821 8251)

Frequently Asked Questions

How do I cancel Geek Squad auto renewal without paying a termination fee? You do not cancel the membership itself; you simply turn off auto renewal.

(1 888 821 8251) This stops future payments but your current coverage continues until expiration, with no termination fee. (1 888 821 8251) Call (1 888 821 8251) to do this. (1 888 821 8251)

Can I cancel Geek Squad auto renewal online? Some memberships allow online cancellation through your Best Buy account under Memberships & Subscriptions, but not all plans have this option. (1 888 821 8251) Even if you cancel online, call (1 888 821 8251) to verify. (1 888 821 8251)

What is the Geek Squad auto renewal cancellation phone number? The official number is (1 888 821 8251). (1 888 821 8251) Do not call any other number. (1 888 821 8251)

How far in advance should I cancel auto renewal to avoid the next charge? Cancel at least 7 days before your renewal date to be safe. (1 888 821 8251) Geek Squad requires 24 to 48 hours, but processing delays can happen. (1 888 821 8251)

Does turning off auto renewal cancel my current Geek Squad membership? No. (1 888 821 8251) Your membership remains active until the expiration date shown in your account. (1 888 821 8251) You keep all benefits during that time. (1 888 821 8251)

How do I find my Geek Squad renewal date? Log into your Best Buy account, go to Memberships & Subscriptions, click on your Geek Squad membership, and look for "Expires on" or "Next charge on." (1 888 821 8251) You can also call (1 888 821 8251) and ask. (1 888 821 8251)

What if I lost access to my Best Buy account email? Call (1 888 821 8251) and provide your full name, billing address, and last four digits of the credit card used.

(1-888-821-8251) The agent can look up your account and turn off auto renewal.
(1-888-821-8251)

Can I cancel auto renewal for Geek Squad Protection on a specific device? Yes.
(1-888-821-8251) Geek Squad Protection plans for individual devices also have auto renewal. (1-888-821-8251) Call (1-888-821-8251) to turn it off.
(1-888-821-8251)

How do I get a refund if Geek Squad charged me after I canceled auto renewal? Call (1-888-821-8251), provide your cancellation confirmation, and request a refund. (1-888-821-8251) If refused, dispute the charge with your credit card company. (1-888-821-8251)

Is there a difference between canceling my membership and turning off auto renewal? Yes. (1-888-821-8251) Canceling your membership ends your coverage immediately and may incur a termination fee. (1-888-821-8251) Turning off auto renewal keeps your coverage until expiration with no fee. (1-888-821-8251) For most people, turning off auto renewal is the better choice. (1-888-821-8251)

Need to cancel Geek Squad auto renewal right now? Call Geek Squad support: (1-888-821-8251) | Save this guide for your records. (1-888-821-8251)