

End Chat

Nenia G

Hi . Thank you for choosing Arlo.

1:56:08 PM

My name is Nenia. How can I assist you today?

1:56:19 PM

Me

Hi

1:56:37 PM

I'm trying to cancel my subscription and have been unable to do so

1:56:57 PM

I've returned my cameras as I could not get geofencing working properly. I plan to purchase the Arlo ultras in a few months but for now I have no cameras and do not need the subscription

1:57:50 PM

Nenia G

Thank you for bringing us your concern!

1:57:59 PM

Can I have the email address that is associated to your arlo account?

1:58:07 PM

Me

I tried removing my credit card but it does not allow me to save it without the fields filled out

1:58:26 PM

I also tried to look for your free basic service to switch to but it is not an option. Can you please cancel my subscription.

1:59:01 PM

Nenia G

I'm afraid to tell you that we don't have a way to cancel it here on our end, however you may try it on a computer.

2:00:14 PM

Can I have the email address that is associated to your arlo account?

2:00:22 PM

Me

Can you walk me through how to do it then

2:00:29 PM

s_robertson04@Live.ca

2:00:35 PM

Nenia G

Yes, sure.

2:00:45 PM

Log in to your account on my.arlo.com using a Google Chrome or any browser.

2:01:23 PM

Me

okay

2:02:16 PM

I'm in

2:02:54 PM

Nenia G

Once you are logged in, go to Devices>Subscription>Cancel Subscription

2:04:33 PM

Select Arlo Smart Premier>Check Out>Complete Payment>Cancel

2:05:40 PM

Me

I do not see Cancel subscription option

2:05:45 PM

I see current subscription and plan

2:05:56 PM

and there is a "change plan" option"

2:06:07 PM

Nenia G

You had to provide yyour credit card information first then it will show up after.

2:06:13 PM

Yes "change plan"

2:06:26 PM

Select Arlo Smart Premier>Check Out>Complete Payment>Cancel

2:07:25 PM

Yes select the same plan.

2:07:44 PM

Me

When I select change plan it only gives me 3 options. Arlo smart for \$3.49 a month. Arlo pro premier (free for one month then 12.99 a month) that is my current plan. Or Arlo Smart Elite at 18.99 a month. No option to cancel

2:07:58 PM

Nenia G

Yes select the same plan.

2:08:09 PM

Me

Sorry. Had an internet issue

2:18:32 PM

When I select the plan it says:Are you sure you want to cancel Arlo Smart Premier and change your subscription? If you confirm, your free trial ends today, and the selected plan will be active immediatly.

2:19:05 PM

It sounds like I will immediately be charged 12.99

2:19:35 PM

Nenia G

Yes, please continue.

2:19:37 PM

Me

It now shows this

2:20:08 PM

Arlo Smart Premier
\$12.99/mo
Subtotal
\$12.99
Today's Total before tax
\$12.99

2:20:19 PM

With a button for me to checkout

2:20:34 PM

Nenia G

Don't worry, whatever amount will be charged from your account will be prorated refund once you cancel the plan.

2:20:53 PM

Me

Can I not just cancel a trial without it charging my card?

2:22:55 PM

I'm at the final screen to confirm payment. It says I can cancel anytime. Are you then going to walk me through how to cancel it?

2:23:34 PM

Nenia G

Are you using a computer?

2:23:57 PM

Me

Yes I am

2:28:16 PM

In chrome

2:28:24 PM

Nenia G

Can you try it using other browser?

2:28:58 PM

Me

Sure

2:30:32 PM

Nenia G

Alright.

2:30:44 PM

Me

Same thing in the other browser

2:31:25 PM

Nenia G

Can you continue the process until the complete payment?

2:33:05 PM

Me

Yes but I do not want my card to be charged.

2:33:33 PM

Nenia G

Let's check if it will work or you may also wait for the free plan to expire because it will automatically downgrade the plan into Basic.

2:34:21 PM

Me

No. Its says it will automatically renew and charge my card. Not switch it back to basic

2:34:49 PM

Nenia G

Okay. Aside from that, what i can recommend you is to contact your card company and ask them to block your account.

2:36:29 PM

Me

Wow. I know this is not on you but this is an absolutely awful option. Take a subscription for free for 30 days but if you ever want out you have to call you credit card company? Feedback for the company is that this is really making my decision to go to the google IQ product an easy decision over the Ultra. Again I know this is not on you but it's just not acceptable

2:38:30 PM

Nenia G

I understand you sir and if there's only way i can help you now to try to continue the process or you had to contact your card company. We respect whatever your decision sir and we apologize for the inconvenience that this have caused you.