



## Cancel my ShopFactory Cloud subscription

Jobelle C. - 2021-11-17 - Apps und SF-Cloud Dienstleistungen

To cancel subscription, please follow the procedures below:

- Open shop in SF
- In SF Central, click MY ORDERS and you will be redirected to Santu Cloud
- Go to <https://app.santu.com/buynow/setup/payment>
- Scroll down and click CLOSE ACCOUNT button

The screenshot shows a web browser window with the URL <https://app.santu.com/buynow/setup/payment>. The page title is "out" and there is a "Save: Manage subscription" button in the top right. The main content area is titled "Payment Details" and contains the following fields:

- Name on card \***: A text input field with a red bar obscuring the text.
- Card Number \***: A text input field with a red bar obscuring the text. Below the field, the text "\*\*\*\*\*0015" is visible.
- Expiry month \***: A dropdown menu with "01" selected.
- Expiry year \***: A dropdown menu with "2021" selected.
- CVC \***: A text input field with a red bar obscuring the text.

Below the payment details, there is a "Close account" link. Underneath this link, the text reads: "Click the button below to close your account. Changes will take effect on 16/11/2021" and "You can disable your store in My Store". A "Close account" button is located below this text, and a large red arrow points to it from the right.

- Click Save button on the upper right