



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 interface for managing a subscription. At the top right, there is a blue button labeled "Save: Manage subscription". Below this is a section titled "Payment Details" with a red underline. It contains several input fields: "Name on card" (with a redacted value), "Card Number" (with a redacted value and "*****0015" below it), "Expiry month" (dropdown menu showing "01"), "Expiry year" (dropdown menu showing "2021"), and "CVC" (with a redacted value). Below the payment details is a blue button labeled "Close account". Underneath this button, there is a message: "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 red arrow points to the "Close account" button.

- Click Save button on the upper right