



## Cancel my ShopFactory Cloud subscription

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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 the 'Payment Details' section of the Santu Cloud interface. At the top right, there is a 'Save: Manage subscription' button. Below the title, there are input fields for 'Name on card \*' and 'Card Number \*'. The 'Card Number' field contains '\*\*\*\*\*0015'. Below these are dropdown menus for 'Expiry month \*' (set to '01') and 'Expiry year \*' (set to '2021'), and a 'CVC \*' field. A 'Close account' link is visible below the payment details. Below this link, 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 'Close account' button is located at the bottom of this section, with a large red arrow pointing to it from the right.

- Click Save button on the upper right