



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. The page has a navigation bar at the top with various icons and a 'Save: Manage subscription' button on the right. Below the navigation bar, the 'Payment Details' section is displayed. It contains several input fields: 'Name on card' (with a redacted value), 'Card Number' (with a redacted value and '*****0015' visible below it), 'Expiry month' (set to '01'), 'Expiry year' (set to '2021'), and 'CVC' (with a redacted value). Below these fields, there is a 'Close account' button. A red arrow points to this button. Below the 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'.

- Click Save button on the upper right