I have a subscription for version 14 how do I upgrade/update to version 15?

ShopFactory Support - 2026-06-10 - Getting Started

Upgrading to ShopFactory 15

How you upgrade to ShopFactory 15 depends on whether you have an active subscription or purchased a life-time licence.

I have an active subscription (monthly or yearly)

If you are currently on ShopFactory 14.6 or an older version with an active subscription, upgrading to version 15 is included at no extra cost. Simply download the installer from our downloads page, install it, and register using your existing username and password.

Download ShopFactory 15: https://www.shopfactory.com/contents/en-us/d18.html

I purchased ShopFactory without a subscription

If you bought ShopFactory as a one-time purchase without a monthly or yearly subscription, a paid upgrade to version 15 is required. You can purchase the upgrade on our website.

Upgrade to ShopFactory 15: https://www.shopfactory.com/contents/en-us/d531.html

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Need help?

If you run into any issues during the upgrade, our support team is happy to assist. Please submit a ticket and we will get back to you as soon as possible.

Create a support ticket: https://shopfactory.deskpro.com/en-US/new-ticket