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## Advertisements appear when using free secure order processing (freeSSL) checkout service

Merliza N. - 2021-11-26 - Billing and Sales

**Both the Order Notification (merchant) and the Order Received (buyer) emails have ShopFactory ads at the bottom of the order details if your website uses our Free Secure Order processing service (free SSL).**

Since we started back in 1995 the client-based ShopFactory software has been available on a one off fee basis with no on-going fees. This has been one of our main differentiation factors compared to our competitors.

We have introduced advertisements on your order notification emails and on your customer's order confirmation emails in the free order processing services. The advertisements are incorporated as this is the only way we can finance the on-going costs and maintenance to our secure checkout infrastructure and services while everything grows steadily over the years such as the technical, security, technological, merchants, shoppers, financial intuitions, and legal demands and requirements.

For us, this meant continuous development, maintenance and investment into large secure and up to date server farms around the world since 1995. These large and secure server farms around the world simply cannot be financed by a simple one off license fee.

This becomes very clear when considering that some customers have been with us since 1995 and are still using the ShopFactory software they bought many years ago.

*Note: The authenticity of any email generated by ShopFactory's Free order processing service cannot be guaranteed.*

*Always verify product prices and address details before processing an order or be safe and subscribe to "ShopFactory Total Care" paid services.*

### **How do I get rid of the ShopFactory Ads in the Order emails?**

You can simply upgrade and subscribe to "ShopFactory Cloud / Total Care" paid services and manage your orders online [without any advertisements and enjoy the many other benefits.](#)

Alternatively, you can renew or upgrade your free Total Care account via the SF Cloud interface by clicking the Upgrade

The provision of these more secure and advanced ecommerce services attract ongoing regular costs and fees to us which we have to pass onto the merchants who take advantage

of these more secure and advanced ecommerce services for their own businesses when they use them for as long as they want which could be simply for just one month or for many years.

*If you experience any issues with upgrading your ShopFactory account, please [contact us](#) and a member of our Sales Team can get back to you with more information.*