

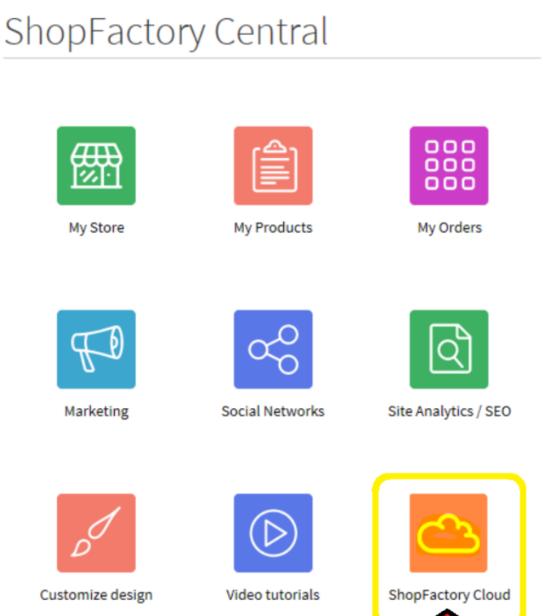
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Cancel my ShopFactory Cloud subscription

Elenor A. - 2021-08-26 - Billing and Sales

This article will show you how to close your ShopFactory Cloud subscription in Account -> *Manage Subscription*.

- 1. Open your shop in ShopFactory
- 2. At the left tree menu, click "ShopFactory Central" page



3. Click on **ShopFactory Cloud** button. You will be redirected to the SF Cloud interface.

4. Click Account -> Account -> Manage Subscription

https://app.santu.com/buynow/setup/payment

Simply click the "**Close account**" button and confirm you no longer need the SF Cloud services. Your ShopFactory Total Care subscription will continue to run until the expiry date.

2 Account		Save: Manage subscription
		2.Save the changes
Vly Profile *	Manage subscription	
ShopFactory store address Payment methods accepted Checkout settings Checkout banner Vanage users Company logo Password Payment history Vanage subscription SDPR agreement	Your plan: GOLD Upgrade Paid until 15/02/0200 Manage Apps Payment preference Changes will take effect on 15/02/2020 • Yearly (save 20%) SA 63.20 a month. Save \$A 189.60 per year by paying once a year (\$A 758.40) • Monthly SA 79.00 a month	
	Payment methods Select your payment option and update your payment details here.	
	💿 Pay On Invoice 🛛 🚅 Bancontact 🔍 🔞 Bank Transfer	iDeal 👔
	SEPA Direct Debit O 🕄 Stand Bank transfer (Sofort) O PayPar PayPal Express	AMEX
	Example 2 Second S	
	Close account	
	Click the button below to close your account. Changes will take effect on 15/02/2020 You can hide your store immediately in My Store	
	1. Close account	

- If you purchased a ShopFactory Lifetime License version, only your "SF Cloud services" will be closed down. You continue to have access to the ShopFactory software without subscribing to the SF Cloud backend services.

Alternatively, you can login to <u>https://www.globecharge.com/</u>using your ShopFactory Total Care account (username and password)

- Go to Settings menu -> Subscribed Services

- Click "Close account" button

When you click on the close account button, a confirmation window will pop up. If this does not show, it is being blocked by a pop up blocker on your PC. You will need to temporarily disable/turn off the pop-up blocker to confirm that you wish to close your account.

- You will receive an email confirmation that your account has been closed.

Are you paying for your ShopFactory subscription thru PayPal?

If you are paying via PayPal, you must cancel the active PayPal subscription. Login to your PayPal account and open the latest payment for your ShopFactory subscription -> go into the subscription panel -> cancel your PayPal subscription so that PayPal does not keep charging you every month even if you have closed your ShopFactory Cloud account.