



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 four input fields: 'Name on card *', 'Card Number *', 'Expiry month *', and 'Expiry year *'. The 'Card Number' field contains '*****0015'. The 'Expiry month' field is set to '01' and the 'Expiry year' field is set to '2021'. There is also a 'CVC *' field with a red bar over it. Below these fields, there is a 'Close account' link. Underneath, 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'. At the bottom, there is a 'Close account' button, which is pointed to by a large red arrow.

- Click Save button on the upper right