



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 *' (redacted), 'Card Number *' (partially redacted with '*****0015'), 'Expiry month *' (dropdown menu showing '01'), and 'Expiry year *' (dropdown menu showing '2021'). To the right of these is a 'CVC *' field (redacted). Below the fields 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'. A red arrow points to a 'Close account' button at the bottom left of the form.

- Click Save button on the upper right