



Cancel my ShopFactory Cloud subscription

Jobelle C. - 2021-11-17 - Aplicaciones y servicios SF-Cloud

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 a web browser window with the URL <https://app.santu.com/buynow/setup/payment>. The page title is "Payment Details". The form contains the following fields:

- Name on card ***: A text input field with a redacted value.
- Card Number ***: A text input field with a redacted value and a small "0015" suffix.
- Expiry month ***: A dropdown menu with "01" selected.
- Expiry year ***: A dropdown menu with "2021" selected.
- CVC ***: A text input field with a redacted value.

Below the form, there is a blue "Close account" link. Underneath, a message reads: "Click the button below to close your account. Changes will take effect on 16/11/2021. You can disable your store in My Store". A red arrow points to a "Close account" button.

- Click Save button on the upper right