



## 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". There are several input fields: "Name on card" (redacted), "Card Number" (partially redacted with "\*\*\*\*\*0015"), "Expiry month" (dropdown menu showing "01"), "Expiry year" (dropdown menu showing "2021"), and "CVC" (redacted). A blue button labeled "Save: Manage subscription" is in the top right corner. Below the form, there is a blue link labeled "Close account". Underneath this link, there is a message: "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 button labeled "Close account" at the bottom of this section.

- Click Save button on the upper right