Do order confirmation emails change when I cancel my subscription or use a lifetime licence?

ShopFactory Support - 2026-11-18 - Gestion de commande

What happens to my order confirmation emails when I cancel my ShopFactory Cloud subscription, or when I use a lifetime licence instead of a rental plan?
Nothing changes in the emails themselves. The order notification you receive as the merchant and the order confirmation your customer receives look exactly the same on a lifetime licence and on a rental plan, with the same customer, product, delivery and payment details.

There are two differences in what happens around the order:

Payment status. The order notification email does not show whether the payment was completed; it never has, on any licence. On a rental plan you see the payment status in the online order management (ShopFactory Cloud). On a lifetime licence there is no online order management, so you check the payment status with your payment provider, for example in your PayPal account.

Order status tracking. The link that lets a customer follow the status of their order is part of the Cloud services and is therefore not available on a lifetime licence. The customer's confirmation email is otherwise identical.

After a subscription ends, new orders are no longer stored on the ShopFactory secure server; the emails are your record of each order, so make sure the notification address in your shop is correct and publish the shop again after changing it.