



Cancel my ShopFactory Cloud subscription

Elenor A. - 2021-08-26 - Billing and Sales

This article will show you how to close your ShopFactory Cloud subscription in Account -> *Manage Subscription*.

1. Open your shop in ShopFactory
2. At the left tree menu, click "**ShopFactory Central**" page

ShopFactory Central



My Store



My Products



My Orders



Marketing



Social Networks



Site Analytics / SEO



Customize design



Video tutorials



ShopFactory Cloud



3. Click on **ShopFactory Cloud** button. You will be redirected to the SF Cloud interface.

4. Click Account -> Account -> **Manage Subscription**

<https://app.santu.com/buynow/setup/payment>

Simply click the "**Close account**" button and confirm you no longer need the SF Cloud services.

Your ShopFactory Total Care subscription will continue to run until the expiry date.

The screenshot shows the 'Account' page with a sidebar on the left containing links like 'My Profile', 'ShopFactory store address', and 'Manage subscription'. The main content area is titled 'Manage subscription' and includes sections for 'Your plan' (GOLD), 'Payment preference' (Yearly and Monthly options), and 'Payment methods' (listing various payment gateways like Bancontact, Bank Transfer, etc.). A 'Close account' button is highlighted with a yellow arrow and the number '1.'.

- If you purchased a ShopFactory Lifetime License version, only your "SF Cloud services" will be closed down. You continue to have access to the ShopFactory software without subscribing to the SF Cloud backend services.

Alternatively, you can login to <https://www.globecharge.com/> using your ShopFactory Total Care account (username and password)

- Go to **Settings** menu -> **Subscribed Services**

- Click "**Close account**" button

When you click on the close account button, a confirmation window will pop up. If this does not show, it is being blocked by a pop up blocker on your PC. You will need to temporarily disable/turn off the pop-up blocker to confirm that you wish to close your account.

- You will receive an email confirmation that your account has been closed.

Are you paying for your ShopFactory subscription thru PayPal?

If you are paying via PayPal, you must cancel the active PayPal subscription. Login to your PayPal account and open the latest payment for your ShopFactory subscription -> go into the subscription panel -> cancel your PayPal subscription so that PayPal does not keep charging you every month even if you have closed your ShopFactory Cloud account.