



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 blue button labeled 'Save: Manage subscription'. Below this, the 'Payment Details' section is outlined in orange. It contains the following fields:

- Name on card ***: A text input field with a red bar obscuring the text.
- Card Number ***: A text input field with a red bar obscuring the text. Below it, the text '*****0015' is visible.
- Expiry month ***: A dropdown menu with '01' selected.
- Expiry year ***: A dropdown menu with '2021' selected.
- CVC ***: A text input field with a red bar obscuring the text.

Below the payment details, there is a blue button labeled 'Close account'. Underneath this button, the text reads: '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 the 'Close account' button.

- Click Save button on the upper right