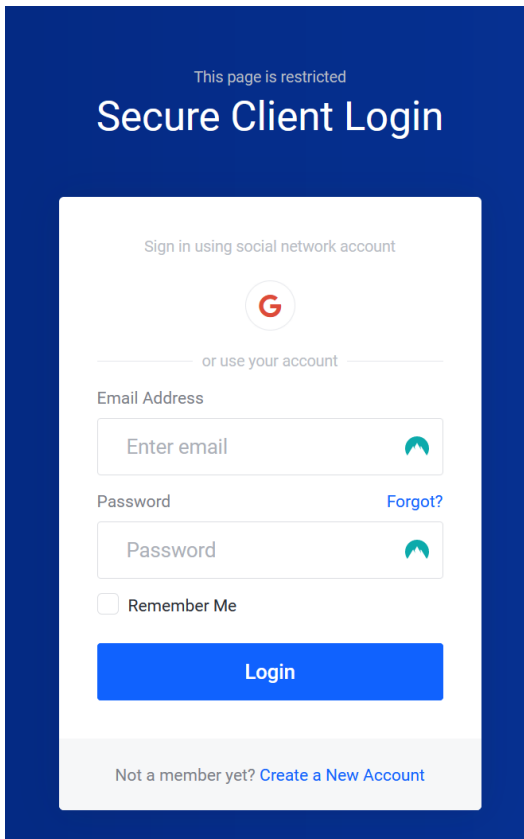


How do I cancel my service?

Step 1

Sign in to the [Billing Area](#).



This page is restricted

Secure Client Login

Sign in using social network account

or use your account

Email Address

Enter email

Password

Forgot?

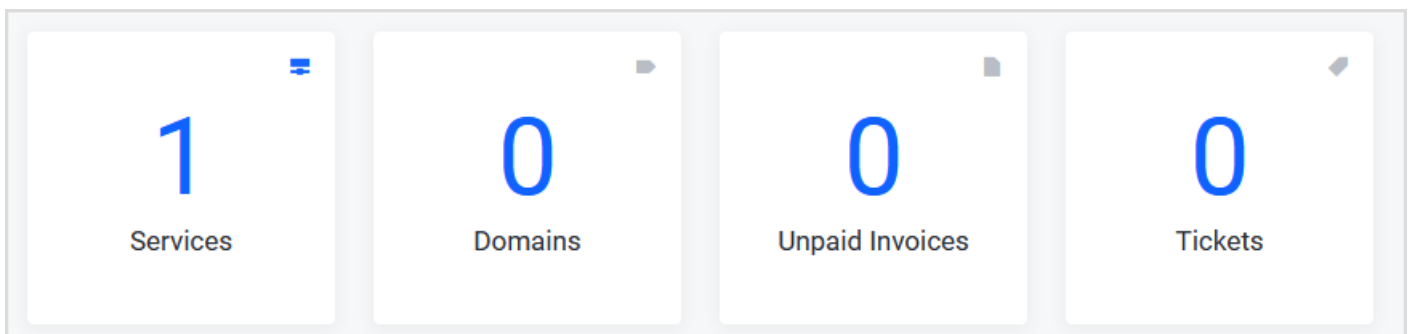
Remember Me

Login

Not a member yet? [Create a New Account](#)

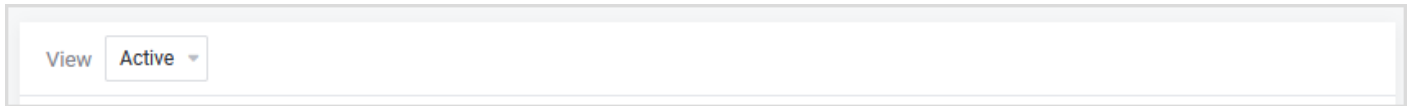
Step 2

Select the **Services** box.



Step 3

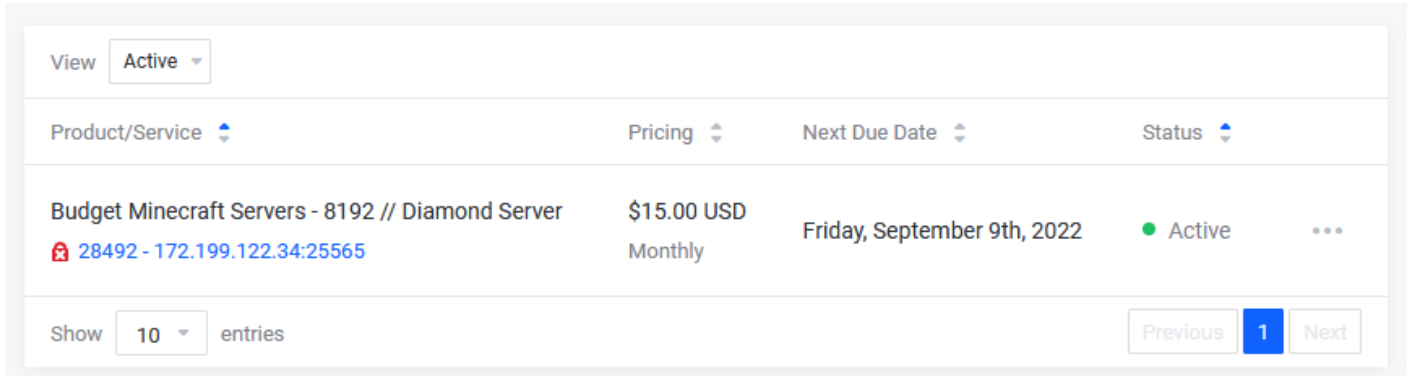
Change the view to **Active**.



A screenshot of a user interface showing a 'View' dropdown menu. The dropdown is open, and 'Active' is selected and highlighted. The background is a light gray color.

Step 4

Select the **Product** that you would like to cancel.

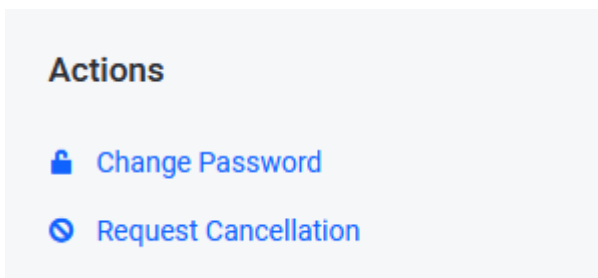


A screenshot of a table showing a list of active products. The table has four columns: Product/Service, Pricing, Next Due Date, and Status. The first row shows 'Budget Minecraft Servers - 8192 // Diamond Server' with a price of '\$15.00 USD' and a due date of 'Friday, September 9th, 2022'. The status is 'Active'. Below the table, there is a 'Show 10 entries' control and 'Previous', '1', and 'Next' navigation buttons.

Product/Service	Pricing	Next Due Date	Status
Budget Minecraft Servers - 8192 // Diamond Server 28492 - 172.199.122.34:25565	\$15.00 USD Monthly	Friday, September 9th, 2022	Active

Step 5

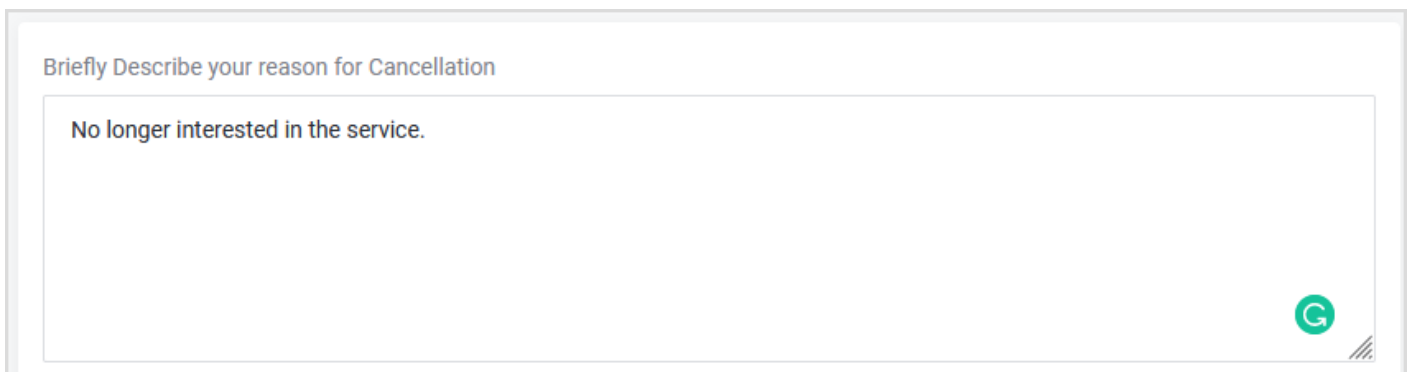
On the left-hand side under **Actions**, select **Request Cancellation**.



A screenshot of an 'Actions' menu. The menu is titled 'Actions' and contains two items: 'Change Password' and 'Request Cancellation'. The 'Request Cancellation' item is highlighted with a blue background and a blue checkmark icon.

Step 6

Fill in the box "Briefly Describe your reason for Cancellation" with the **purpose** of your cancellation.



A screenshot of a text input field. The field is titled 'Briefly Describe your reason for Cancellation' and contains the text 'No longer interested in the service.' There is a green circular icon with a white 'G' in the bottom right corner of the field.

Step 7

Select the Cancellation **type**.

Cancellation Type

End of Billing Period

"Immediate" Cancellation

The *Immediate* option terminates the product/service on the same day around (8:00 PM EST/12:00 AM GMT), regardless of the service's Next Due Date.

"End of Billing Period" Cancellation

The *End of Billing Period* option terminates the product/service on the service's Next Due Date.

Step 8

Select Submit to submit the request.

Submitting a Cancellation Request does not automatically give you a refund. If you are within the 72-hour refund period and want a refund on an eligible product, please open a ticket in our billing area.

Revision #12

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