14-0014-EN-Close down my ShopFactory Cloud subscription

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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

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.

- 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.