How do I cancel an add-on service?

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You can cancel an add-on service at anytime. Please log into your PayPal portal and you can cancel the addon directly. Please note that for addon service, there will be **no** refund of unused hosting period for that addon

Please be advised that you always need to contact our Billing Department for an addon cancellation request. You need to submit a formal addon cancellation request to our Billing Team via our [Help Desk System](). By submitting a formal addon cancellation request, our Billing Team can cancel your addon properly. Failure to notify our Billing Team may result in an interruption to your service and this will happen once your addon expires.