How do I cancel my account?

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You can cancel your account at any time. However, you always need to make sure you cancel the account 7 days prior to the expiration date of your hosting service. Failure to notify us within the specified time frame will result in an automatic, non-refundable charge to your credit cards

Please be advised that you always need to contact our Billing Department for an account cancellation request. You need to submit a formal account cancellation request to our Billing Team via our Help Desk System. By submitting a formal account cancellation request, our Billing Team can cancel your account properly. Failure to notify our Billing Team may result in an automatic, non-refundable charge to your credit cards.