How do I cancel my services?

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To cancel your service, whether you have shared hosting, a reseller account, or a server, you must raise a
Support Ticket with the Customer Services team. Please put "Cancellation― in the subject title, and
one of our team members will be in touch with you. You will be asked to confirm the cancellation, and you
must confirm before we can initiate the cancellation procedure. If you fail to confirm, your package will not
be cancelled, and you may incur renewal charges. We only process cancellations in this way. Please do
not email our Sales team or delete cards or direct debits from your account. This will not cancel your
package, and you may find yourself locked out of your account and domains. Domain names:
You do not need to contact support to stop a domain from automatically renewing. To stop a domain from
renewing, follow these steps: Log into your Heart Internet account. Select Manage Domain Names Select
the domain from Manage Domain Parking dropdown, and select Manage Now Select Renewal The
renewal status of the domain will be listed. If it set to Auto-Renew, then a green button labelled Change to
Cancel will show, select this. You can also change the status of domain renewals in bulk by going to the
Renew Services page from your Customer Area. This will show any renewal due in the next 30 days. From
here you can set domains to Cancel on Expiry. Remember to submit your changes on this page.

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