

## 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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