GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Installation & Activation

How do I cancel my subscription?

Turn off automatic renewal through the Gridinsoft Member Area or billing provider and understand what happens to the current license term.

PUBLISHER	UPDATED	READ TIME
Gridinsoft Support	Jul 10, 2026	1 min

CONTENTS

In this guide

01 Turn off renewal in the Member Area

02 What happens next

03 If the control is missing

Cancelling a subscription normally turns off automatic renewal. It does not immediately erase the account or deactivate time that has already been paid for.

01 Turn off renewal in the Member Area

1. Sign in at my.gridinsoft.com with the purchase email.

2. Open **Subscriptions**, or open **Licenses** and select the relevant product.
3. Choose **Manage**, then select **Turn off auto-renew** or **Cancel subscription**.
4. Confirm the change and keep the confirmation email.

02 What happens next

The license remains active until the end of the paid term shown in the account, but it should not charge for the next term. Cancelling renewal does not by itself request a refund for the current order. Review the Refund Policy if you also need a refund.

03 If the control is missing

Check that you used the purchase email and identify the billing partner or reseller on the receipt. Some marketplace or reseller orders must be managed through that provider. Contact Support with the purchase email, order number, product, and requested change. Do not send card details, passwords, or the full license key.

NEED MORE HELP?

We are here when the guide is not enough.

Visit the Gridinsoft Support Center for current product guidance or submit a support request with the details of your case.

Open this guide online at support.gridinsoft.com