

What's the Cancellation Process? How do I cancel my Account?

Our focus has always been on delivering top-tier services here at PureVPN, but we understand that there may come a time when you need to cancel your service. If that time comes, simply follow the tutorial below.

NOTE

This article will only provide information on disabling your auto-renewal of your PureVPN subscription. If you are looking to get a refund, please get in our Live Chat Support or email us at help@purevpn.com.

- Log in to your **Member Area**

PureVPN Support

Solution of Your Problems

• Click on the **Subscription** section
<https://support.purevpn.com>

The screenshot shows a web browser window with the URL my.purevpn.com/v2/dashboard/subscriptions. The page title is "Subscriptions" and it includes a sub-header: "Manage your payment details, plan upgrades, renewals, and VPN passwords to make PureVPN work for you smoothly." The main content area displays the following information:

- Billing cycle: **12 Months** (with an [Upgrade plan](#) link)
- Subscription type: **PAID**
- Status: **Active**
- Expiry: **Nov 1, 2023** - 338 days remaining
- Payment method: **Coingate**

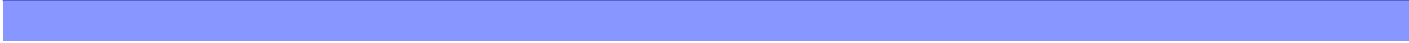
Below this information is a section titled "Our other products" which lists three add-ons, each marked as "Purchased":

- Add-on: **PureKeep** (Purchased) with a [Launch PureKeep](#) button
- Add-on: **PureEncrypt** (Purchased)
- Add-on: **PurePrivacy** (Purchased)

The left sidebar contains navigation options: "GET STARTED" (PureVPN, PureKeep, PureEncrypt, PurePrivacy), "Manage Account", "Subscriptions" (highlighted), "Family Plan", "Upgrade Plan", "Earn Free Credits", "Port Forwarding", and "Downloads".

• Click **Drop down arrow**.

- Click on **Cancel Subscription**



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