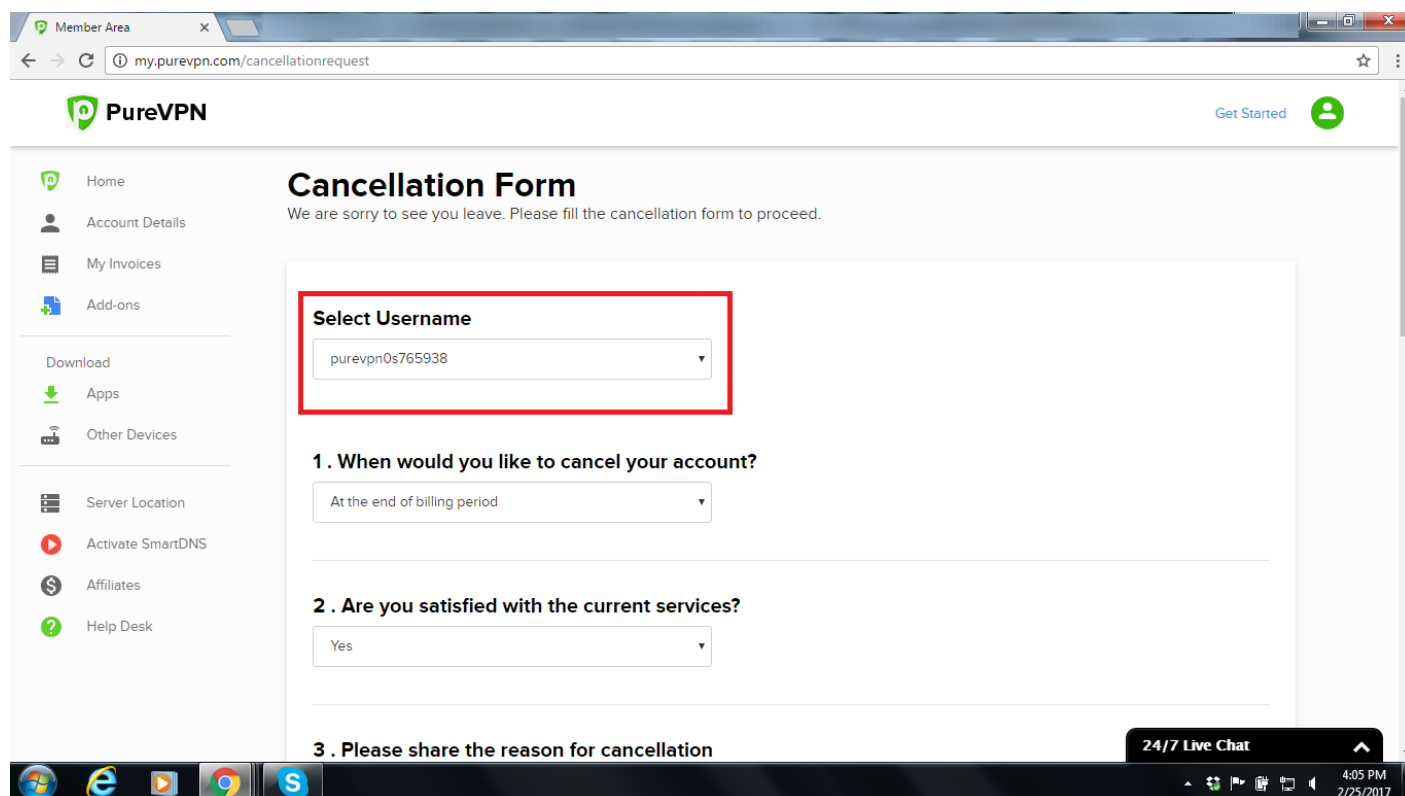


## What's the Cancellation Process

PureVPN has always focused on delivering the finest set of services, but if for any reason you would like to cancel your service then you can do so by following this tutorial. Moreover, we are available 24/7 on live chat, so if there is any way we can help then feel free to contact our support team first before moving with the cancellation request.

1 Open this [cancellation form](#), select username, answer simple questions and submit.



The screenshot shows a web browser window with the URL [my.purevpn.com/cancellationrequest](https://my.purevpn.com/cancellationrequest). The page title is "Cancellation Form" and the PureVPN logo is visible in the top left. A sidebar on the left contains navigation links: Home, Account Details, My Invoices, Add-ons, Download, Apps, Other Devices, Server Location, Activate SmartDNS, Affiliates, and Help Desk. The main content area has a heading "Cancellation Form" and a sub-heading "We are sorry to see you leave. Please fill the cancellation form to proceed." Below this, there are three numbered steps: 1. "Select Username" with a dropdown menu showing "purevpn0s765938" (highlighted with a red box); 2. "When would you like to cancel your account?" with a dropdown menu showing "At the end of billing period"; 3. "Are you satisfied with the current services?" with a dropdown menu showing "Yes". At the bottom, there is a "24/7 Live Chat" button and a system tray showing the time as 4:05 PM on 2/25/2017.

Now, the PureVPN team will follow up on your cancellation request at the earliest.

Please use the comment box for your suggestions & feedback. For additional help, please submit [support ticket](#) with errors and screenshots (if possible) or contact our 24/7 live chat.