How do I cancel my subscription?

Plans and billing

You can cancel a help center's subscription yourself, from **Billing & Invoices**, at any time. It stays active until the end of the period you've already paid for, and you won't be charged again.

Who can do this: The account owner

Cancel a subscription

1. Click your avatar, then **Billing & Invoices**.
2. Under the subscription of the help center you want to cancel, click **Cancel subscription**. With more than one help center, each one has its own.
3. Choose the main reason you're cancelling and click **Continue**.
4. Depending on your reason, we may suggest something that could help, such as a discount, a short break or a different plan. To go on, click **No thanks, continue cancelling**.
5. Check the summary and click **Cancel subscription**.

If our team bills a help center for you by hand, the last button reads **Request cancellation** instead. Our billing team stops the charges and confirms by email, and the

help center stays online until then.

What happens next

- Your help center stays online until the end of the period you've paid for. After that, it goes offline and visitors see a page saying it isn't available.
- Its content stays with us for up to 12 months, and you can export your articles from the dashboard until then. See Export or delete a help center.
- We email you a confirmation. On an annual plan, there's no refund for the rest of your term.
- Changed your mind? Before the subscription ends, click **Keep my subscription** in **Billing & Invoices**. After it ends, click **Resubscribe** there to bring everything back.
- If you cancel the help center your main subscription pays for, you choose which of your other help centers it pays for from then on.

If you pause instead

If you accept a pause, your help center goes offline for the months you chose and you aren't charged in the meantime. Visitors see a page that says "We're taking a short break", and your widget and the public API stop serving the help center too. You can still sign in and work in the dashboard, but you can't change the help center's plan or AI add-on until you resume it.

We email you a week before the pause ends. Your help center then comes back, and billing resumes on the same plan and price. To come back sooner, click **Resume now** in **Billing & Invoices**.

Delete your help center or account

You can also delete a help center yourself in **Settings** → **Danger zone** (account owner only). Deleting cancels that help center's subscription straight away and permanently

removes its content, so export it first. If you have more than one help center, contact support before you delete the first one you created, so the others stay online. See Export or delete a help center.

Want your account and data deleted as well? Email support@helpcenter.io from the account owner's email address.

Related articles

- Export or delete a help center
- Change your email, transfer ownership or delete your account
- What happens when a trial or subscription ends?