How do I cancel my subscription?

Plans and billing

You can cancel at any time: email support@helpcenter.io from the account owner's email address and tell us which help center to cancel. There's no cancel button in the dashboard, so our team does it for you.

- You won't be charged again after your current billing period.
- When the subscription ends, your help center goes offline and shows a "This Help Center is Taking a Break" page. Your content is kept, so you can come back by activating a plan again.
- Want your account and data deleted as well? Say so in the same email.
- If you agreed to a 12-month term, it runs until the end of the term. Tell us before it ends to stop it from renewing.

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.

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?