

# How do I cancel a service?

In case you don't need a service anymore (hosting package, domain registration, etc), please follow the steps below to cancel it.

## Cancellation procedure

1. Navigate to the cancellation page at <https://glowhost.com/cancel>
2. In case you were not logged in MyGlow account, you will be asked to login as seen below:

Please login to cancel your services.

Email ID:  
andrew@glowhost.com

Password:  
••••••

☐ Remember Me

Login Login Problems?

3. Once logged in, choose the services you would like to cancel and click "Cancel." You then must confirm by clicking the checkbox that you understand your account files will be removed and click the "Cancel Service" button.

## GlowHost Cancellation Form

[Logout](#)

Please select services which you would like to terminate:

☒ canoel.com - Unlimited Multiple Domain - 12 Months

Reason for cancellation?

Enter your cancellation note here

☒ By checking this box I understand and agree that my website(s) and all files will be permanently deleted immediately upon my submission. If I need to recover these files after deletion, service fees may apply for recovering deleted sites, and in some cases, data recovery may be impossible.

Cancel Service

4. You will be redirected to the confirmation page. Ensure to save the cancellation confirmation number, as well as several coupon codes.



### F.A.Q.

Q: I can't select the service I want to cancel from the list (checkbox is not active).

A: The checkbox of the service will be inactive if you have outstanding invoices for the corresponding service based on our [cancellation policy](#). Please settle any outstanding invoices in order to complete cancellation (not obligatory for Domain Registration and SSL services).

Q: I have cancelled the service but still can see it in my MyGlow Account.

A: Some types of cancellations require review and approval by the billing team. Once it is done the service will be completely removed from your account.

Q: Can I restore all services if I have cancelled the account?

A: Yes, we can search for a backup and restore your account if the backup is available. Ensure to contact our support team to find out if backups are still there. Please note a restoration fee may apply.

