Cancel Service (Refund)

Cancel Service cancels the user's **last activation** and refunds the unused part to the manager who made it. Use it when an activation was made by mistake or the subscriber cancels.

How to cancel

1. Select the user and click **Actions → Cancel Service**.
2. Check the **Cancellation Details**: Activation Date, Expiration, Last Activation Price, Remaining Days and **Refund Amount**.
3. Add a **Comment** and click **Refund**.

Refund amount

Refund = activation price ÷ days in the activated period × remaining days (rounded down). VAT is not refunded.

Conditions

- The user must be **active** (not expired).
- The profile must have **Refundable** ON.
- Only the **last** activation can be cancelled. Activations paid with reward points can't be refunded.

If these conditions are not met, the page shows: *Sorry, it is not possible to refund this subscription.*

What happens

- The refund amount is returned to the manager who activated; parent managers' commissions for that activation are removed.
- The user's expiration goes back to what it was before that activation, so the user may become expired immediately.
- An online user is disconnected.

Required permission: Users - Cancel Subscription

Revision #3
Created 2026-11-05 09:40:11 UTC by Admin
Updated 2026-11-07 20:28:47 UTC by Admin