

Cancellation Request

This guide outlines how to create a cancellation request for your Ultra.cc service.

If you are eligible for a refund it is not enough to only request a cancellation. You also need to request a refund by submitting a ticket in your Client Area.

- Login to your [Client Area account](#).
- Go to [My Products & Services](#).
- Select the service that you wish to cancel. As an example for this guide, we will choose `Sabra - ultradocs.pollux.usbx.me`.

Portal Home / Client Area / My Products & Services

My Products & Services

Showing 1 to 2 of 2 entries

Product/Service	Pricing	Next Due Date	Status
<code>Sabra</code> <code>ultradocs.pollux.usbx.me</code>			

Show 10 entries

Previous 1 Next

- Click on `Request Cancellation`.



Sabra Tank Streaming Plans

ACTIVE

[Request Cancellation](#)

Registration Date

[Redacted]

Recurring Amount

[Redacted]

Billing Cycle

Annually

Next Due Date

2023-03-07

Payment Method

Coinbase (BTC, ETH, ...)

Ideally, you should only choose Immediate cancellation type if you are eligible for a refund. Otherwise, always default to End of Billing Period type of cancellation.

- Then follow these steps in order:
 - Briefly describe your reason for the cancellation.
 - Choose `Cancellation Type`.
 - Click on `Request Cancellation`.

Requesting Cancellation for: **Tank Streaming Plans - Sabra** (ultradocs.pollux.usbx.me)

Briefly Describe your reason for Cancellation **1**

Your feedback goes here.

It is important to our business and we take it seriously! Please provide it over here.

Cancellation Type **2**

3

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