

# Billing & Terms: How do I cancel hosting service?

Before requesting to cancel service, if there was any problem with the service or something you needed that we didn't have, please [let us know](#) what it was so that we can try to help.

If you decide to cancel, please [submit the cancellation form](#) in [Modwest OnSite](#) as your administrative user. Shortly after we receive your request we will reply with a confirmation email letting you know your account will be closed. You may also submit a request ([from a valid E-mail address listed on your Modwest account](#)) to [billing@modwest.com](mailto:billing@modwest.com).

Cancellation requests are effective at the end of the current month. You can change your mind before the end of the month. On the last day of the month, however, the canceled site and all extra services (such as mailboxes and databases and their contents) are permanently deleted from the system.

Unique solution ID: #104

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