

Cancelling Stripe Subscriptions

There are 2 methods for cancelling Stripe subscriptions







1. Customer cancels themselves through the customer portal
2. Customer notifies the business that they want to cancel their membership

Customer cancels Via Customer Portal





Coming Soon

Customer requests the business to cancel their subscription

No Refund

1. Log into the warehouse, select a site from the drop down and then select integrations 
3. Select Stripe under the Payments heading 
4. Select Active Subscriptions 
5. From the list select the customer that has requested the cancellation
6. To cancel the subscription click the Cancel Subscription button at the bottom of the page 
7. The subscription will then be marked as cancelled with a date and time of cancellation 
8. This will then send the customer a cancellation email notification
9. The subscription will then be updated in Stripe and show the date the current billing period ends. 

Customer Receiving A Refund

1. Log into the Stripe dashboard
2. Navigate to the Subscriptions panel in the Stripe Dashboard 
3. Search for the subscription you are going to cancel
4. Open the subscription and click the Actions 
5. Click the Cancel Subscription... button 
6. Select when the subscription will end and then select what refund the customer will receive 
7. Once Stripe has cancelled the payment, a notification is sent to Imagatec that will mark all of the active cards related to the subscription as cancelled.

From:
<https://wiki.imagatec.com.au/> - **Imagatec Wiki**

Permanent link:
https://wiki.imagatec.com.au/doku.php?id=customer_portal:integration:stripe:stripesubscriptioncancel

Last update: **2025/07/14 14:48**

