Services & Orders · DanumHost Specific

Canceling a Pending Order

Cancel an order that has not finished provisioning from the order detail page.

You can cancel some orders yourself before they complete.

Cancel steps

1. Go to the order from your dashboard or email link at `/account/orders/{order}`.
2. Read the current status and whether cancel is available.
3. Click **Cancel order** and confirm.
4. Check for a refund or credit note on related invoices if payment already cleared.

When cancel is unavailable

Activated services must be cancelled through termination workflows or support. Submit a ticket at `/tickets/create` explaining the service ID and reason.

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