

# How to cancel a M365 subscription

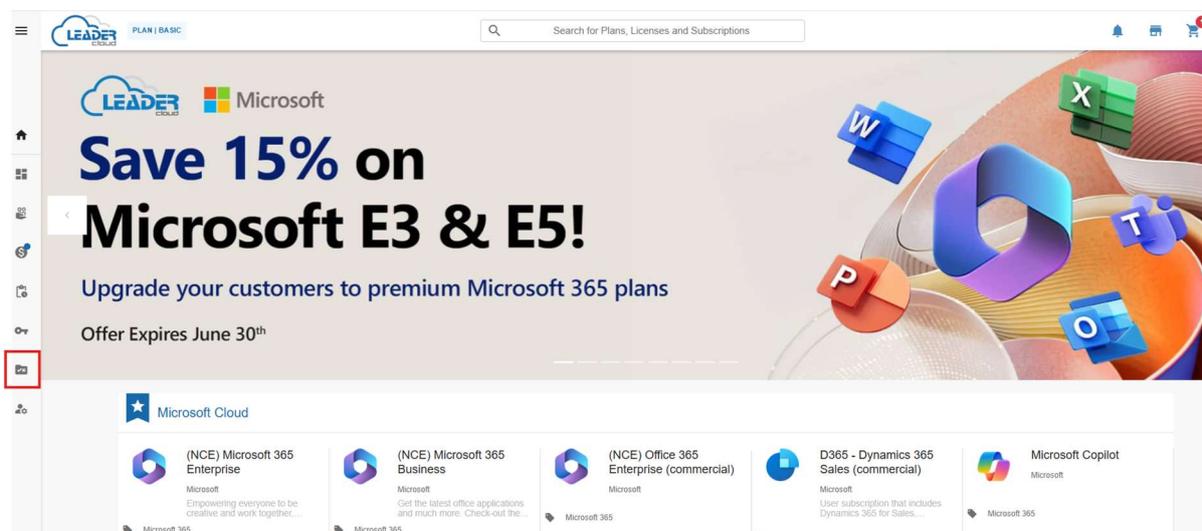
## Step-by-Step Instructions for Cancelling Your M365 Subscription

Before proceeding, please note that you can only cancel a subscription with Microsoft within 7 days of your original purchase or renewal. This 7-day window is calculated precisely to the day and time of the transaction. For example, if you made your purchase or renewal on a Monday at 9:00am, your cancellation window will close at exactly 9:00am the following Monday—any time after that, the option to cancel will no longer be available.

If your subscription was purchased or renewed within the last 7 days and you wish to proceed, follow the instructions below to cancel through the Leader Cloud portal.

### 1. Log in to your Leader Cloud Portal.

Go to the "Subscriptions" tab on the left menu.



### 2. Locate the subscription you wish to cancel.

Click on the subscription name.

...	<p>Leader Cloud BizApps - M365 - Microsoft 365 Business Basic (no Teams) (New Commerce)</p>		23/07/2025	-	1 Licenses	Cancelled	
...	<p>Leader Cloud BizApps - M365 - Microsoft 365 Business Premium (New Commerce)</p>	Leader Cloud BizApps	28/07/2025	Enabled	1 Licenses	Active	
...	<p>AntonyDomainTest - M365 - Microsoft 365 Business Premium (New Commerce)</p>		19/04/2025	-	25 Licenses	Inactive	
...			31/07/2025	Enabled	1 Licenses	Active	

### 3. In the subscription page

- click the "I want to" button on the left-hand side.
- Select "Cancel Subscription" from the dropdown menu.

The screenshot shows a subscription management interface. On the left, there's a summary card with the following details:

- Status: Active
- Quantity: 1 Licenses
- Next Tax Invoice: 29/07/2025
- Activation Date: 29/04/2025
- End Date: 28/07/2025
- Cancel until: 06/07/2025 13:26 GMT +10:00
- Auto Renew: Enabled (Renews On: 29/07/2025)
- Amount: \$35.45 / Month

A dropdown menu is open from the "I want to..." button, listing several options: "Manage Renewal or Decrease Seats", "Buy Licenses", "Upgrade the subscription", "Disable auto-renew", and "Cancel Subscription". The "Cancel Subscription" option is highlighted with a red box.

On the right, the "What You Pay" section shows the product "M365 - Microsoft 365 Business Premium (New Commerce)" and a "Price Protection" notice: "Subscription is under price protection until 28/07/2025".

### 4. Cancellation Options

You will then get a pop up with how many you want to cancel and when as well as the option to add any notes for reference

The screenshot shows a "Cancellation Request" dialog box. It contains the following information:

- Title: Cancellation Request
- Message: "Cancel your subscription: Leader Cloud BizApps - M365 - Microsoft 365 Business Premium (New Commerce). To receive a credit you must cancel subscriptions within 7 days of purchase or renewal."
- PLEASE NOTE: "You will lose access to this subscription immediately upon cancellation and access can't be restored after cancellation."
- Question: "How Many Licenses you want to cancel?"
- Form fields:
  - A "Cancel" label next to a text input field containing "1".
  - A blue button labeled "All".
  - A dropdown menu currently set to "Immediate".
- Text area: "Cancellation Instructions" with a placeholder "Enter here any instructions you may have...".
- Buttons: "Cancel" and "Submit" (highlighted with a red box).

**QTY:** You can select to cancel just one licence, keeping the others active. Use the "ALL" button to cancel the entire subscription.

**When to cancel:** Choose "Immediate" from the dropdown—this is recommended, as Microsoft allows cancellations only within 7 days.

**Submit:** Click when ready to complete cancellation.

### If you get a red error when trying to cancel

Please check the following things and then contact our support team for assistance.

- The start date or renewal date is within 7 days
- There is no scheduled change on renewal