

How to cancel a M365 subscription

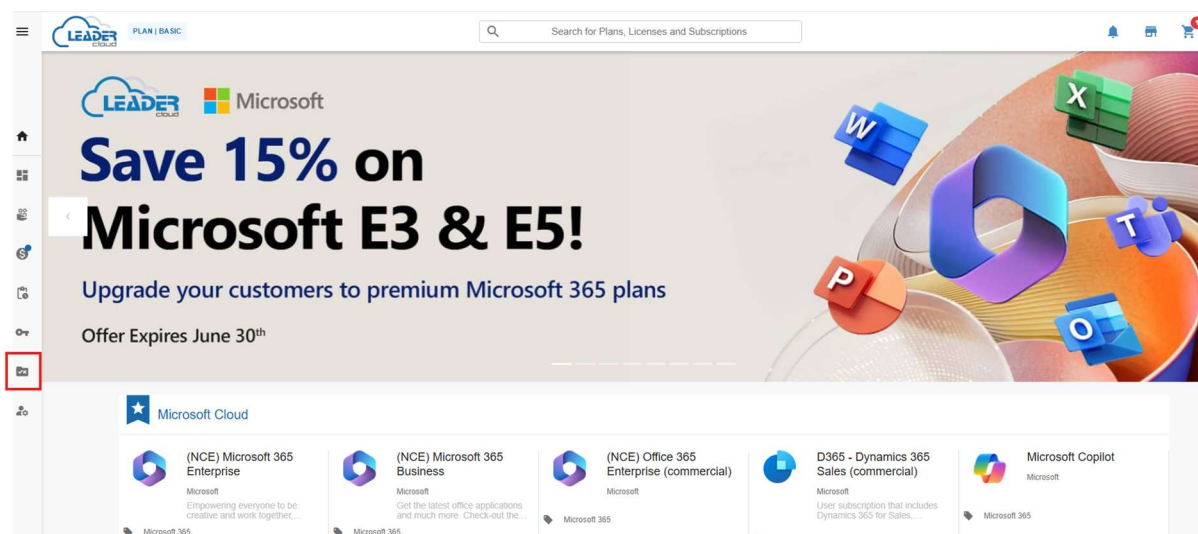
Step-by-Step Instructions for Cancelling Your M365 Subscription

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.

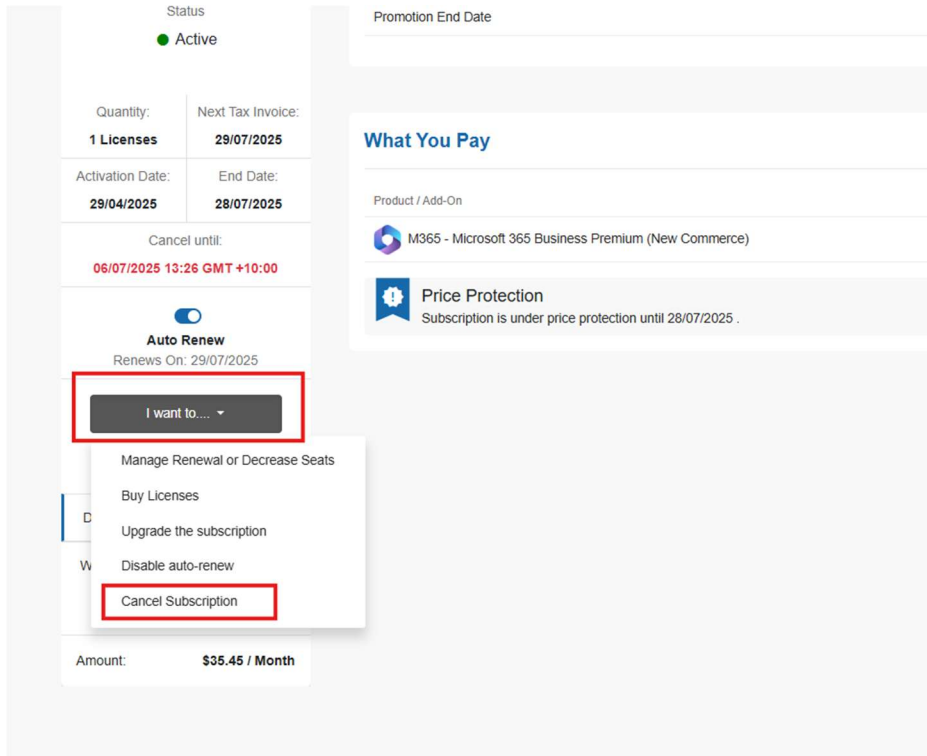
Click on the subscription name.

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

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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 the subscription page with the following details:

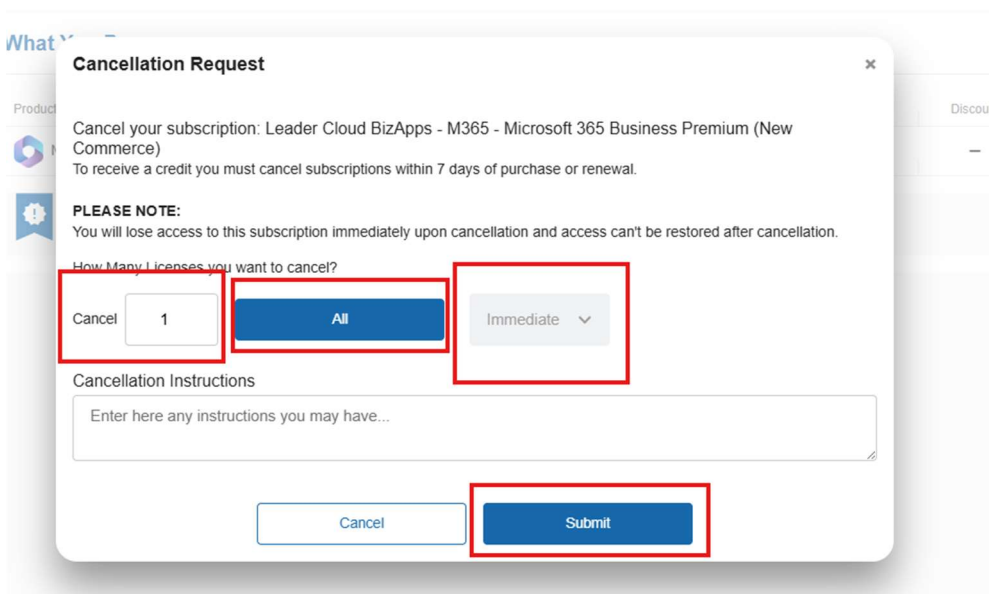
- Status:** Active
- Promotion End Date:** (empty)
- Quantity:** 1 Licenses
- Next Tax Invoice:** 29/07/2025
- Activation Date:** 29/04/2025
- End Date:** 28/07/2025
- Cancel until:** 06/07/2025 13:26 GMT +10:00
- Auto Renew:** (checked)
- Renews On:** 29/07/2025
- What You Pay:**
 - Product / Add-On: M365 - Microsoft 365 Business Premium (New Commerce)
 - Price Protection: Subscription is under price protection until 28/07/2025.
- Amount:** \$35.45 / Month

The "I want to..." dropdown menu is open, showing the following options:

- Manage Renewal or Decrease Seats
- Buy Licenses
- Upgrade the subscription
- Disable auto-renew
- Cancel Subscription** (highlighted with a red box)

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 the "Cancellation Request" pop-up form with the following details:

- Title:** Cancellation Request
- Text:** 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.
- How Many Licenses you want to cancel?**
 - Cancel: 1 (highlighted with a red box)
 - All (highlighted with a red box)
 - Immediate (highlighted with a red box)
- Cancellation Instructions:** Enter here any instructions you may have...
- Buttons:** Cancel, 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