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Cancel my Premium Subscription

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This function allows you to give notice of cancellation of your Vaynexo Premium subscription. You can use it without logging in. It does not concern a service purchased from a professional whose profile Vaynexo hosts.

Identify your subscription, indicate your preferred end date, then review your notice before confirming it. If no date is selected, the request will take effect on the earliest date permitted by your contract and applicable rights. An acknowledgement that you can retain will be sent without delay; the end date and consequences for billing will be confirmed.

The twelve included months of Premium do not automatically become paid months. If you have not signed up for a recurring plan, you do not need to cancel a paid subscription to prevent an automatic first charge.

For a consumer who has selected the recurring plan, the request can prevent continuation at the end of the first twelve paid months. After that period, the contract is of indefinite duration: you may cancel it at any time with a maximum notice period of one month, or less where required by law. If you request an end date at an earlier annual billing date, the subscription ends on that date. Paid time after the effective end date is reimbursed pro rata.

For a business subscription, the subscription ends on the agreed expiry date, subject to any other applicable cancellation rights. Details are set out in Article 6 of the General Terms and Conditions.

When Premium ends, its functions are suspended; your Basic profile remains accessible under its own terms. This cancellation is separate from withdrawal, account closure and a complaint about a defect. You may also write to us at hello@vaynexo.com.

The information entered is used to identify the contract, record the request and deal with its consequences. See the Privacy Policy for retention periods and your rights.