

Cancel my Max Classic application 🔗

This article applies to:

We are sorry to hear you are considering cancelling your services. To protect you and your data, we require confirmation from a verified admin/owner of the account before making account changes. For this reason, an emailed request to cancel is not sufficient. This process is the same if you want to remove yourself as owner of a Keap application and transfer ownership to someone else.

To avoid the next billing cycle, a request to cancel a Keap application must be initiated at least 10 days prior to the next invoice date. You are encouraged to keep records of all communications regarding cancellation.

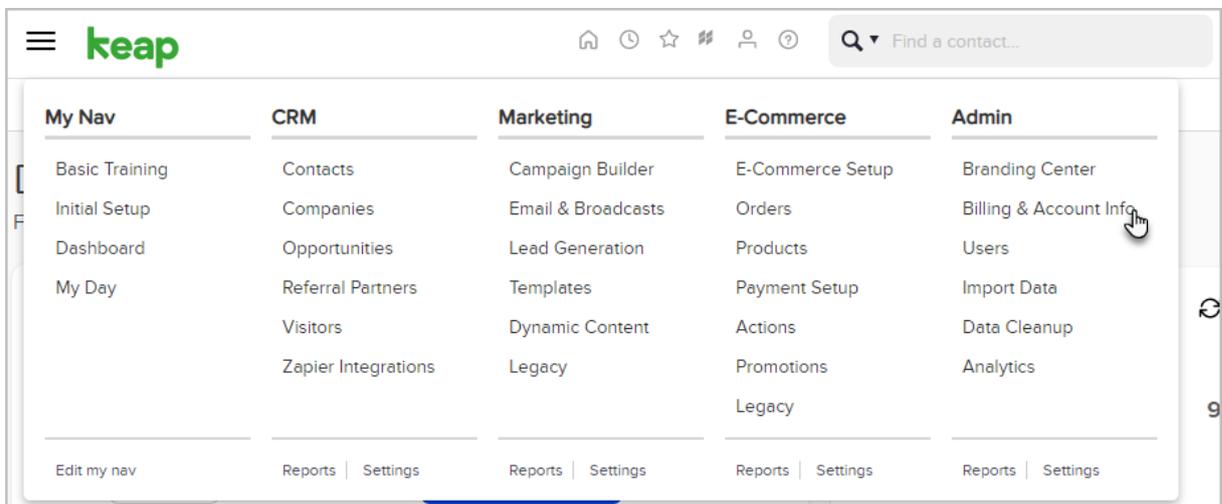
You can [contact us](#) or submit a request in your application (instructions below) and a Customer Success Manager will call you within one business day. Our Customer Success Manager are available Monday through Friday.

Please review our [Billing Policy, which includes our cancellation process](#). If you are currently in an annual agreement with Keap, this link contains relevant information.

Keap maintains your data for 60 days in the event you would like to resume your services. Once an app has been deleted for more than 60 days, the app data is purged and not retrievable.

Request a conversation to cancel services via your application

1. Navigate to **Admin** and click **Billing & Account Info**.



2. Click **Speak to someone about cancelling** at the bottom of the page.

ing history

Where do I see my billing cycle usage stats?

Speak to someone about cancelling



Earn rewards for referring customers

3. Complete the cancellation form in your application. We are very interested in the details of your reason for cancelling as we strive to improve your experience and our services.
 4. Click **Submit Request**. A Customer Success Manager will call you within one business day. Our Customer Success Managers are available Monday through Friday.
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