

How to Cancel a Hosting Service

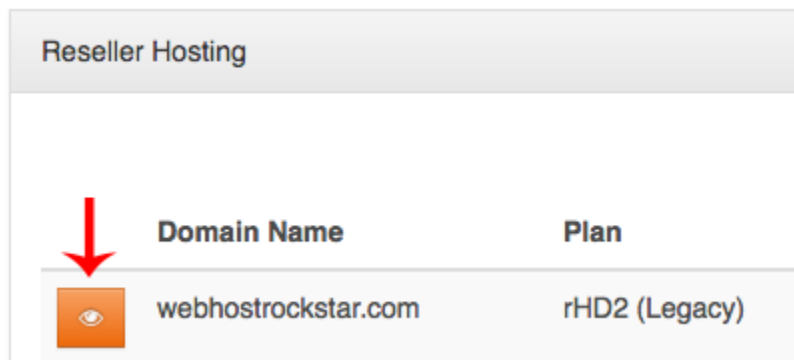
This article will covers how to cancel a hosting service with HostDime through CORE.

Step 1: Login to your client account at <https://core.hostdime.com/>

Step 2: Hover your mouse over "**Products**" and then click on the service you are wanting to cancel. (*Business, Reseller, VPS, Dedicated Server, or Colocated Server*)



Step 3: On the next page you will see your package(s) listed. Click on the details arrow to the left of the hosting package or server you are wanting to cancel.



Step 4: On the next page you will see all the information for the package you selected to view. To cancel that specific package, click on "**Request Cancellation**".

Requesting Cancellation

All cancellation requests are processed within 72 hours. You have 24 hours to withdraw the request. If you do not withdraw the request within 24 hours, we cannot guarantee that your account will stay online.

You must cancel at least 5 days before your next billing cycle. If you cancel after your account is billed we cannot offer any refund.

If you wish to cancel because of price, please allow us to match or even beat the price. Submit a support ticket to the Sales Division for a price match. If you are cancelling because of unsatisfactory service, please allow us to correct the issue first. To contact Management, [click here](#).

We would be happy to work with you as much as possible to correct any problems you are having. We thank you for your business and we hope to have you back soon.

Service to Cancel

Virtual Hosting - rHD2 (Legacy) webhostrockstar.com

Reason for Cancellation

Are you moving to another host?

☒ No
☐ Yes

If yes, please let us know which host

Additional Comments

Please let us know your experience with our service and staff.
Your comments help us continually improve our product

Keep Domain Active

☐
If your domain is currently registered with us, would you like to keep the domain registration active?

Request Cancellation

Step 5: On the next page, answer and fill in the questions in the fields provided. Then click "**Request Cancellation**".

Step 6: Once the cancellation request is submitted, CORE will open up a ticket with our Accounting Department for further assistance. You can view your ticket under the "**Support**" section of your CORE profile.