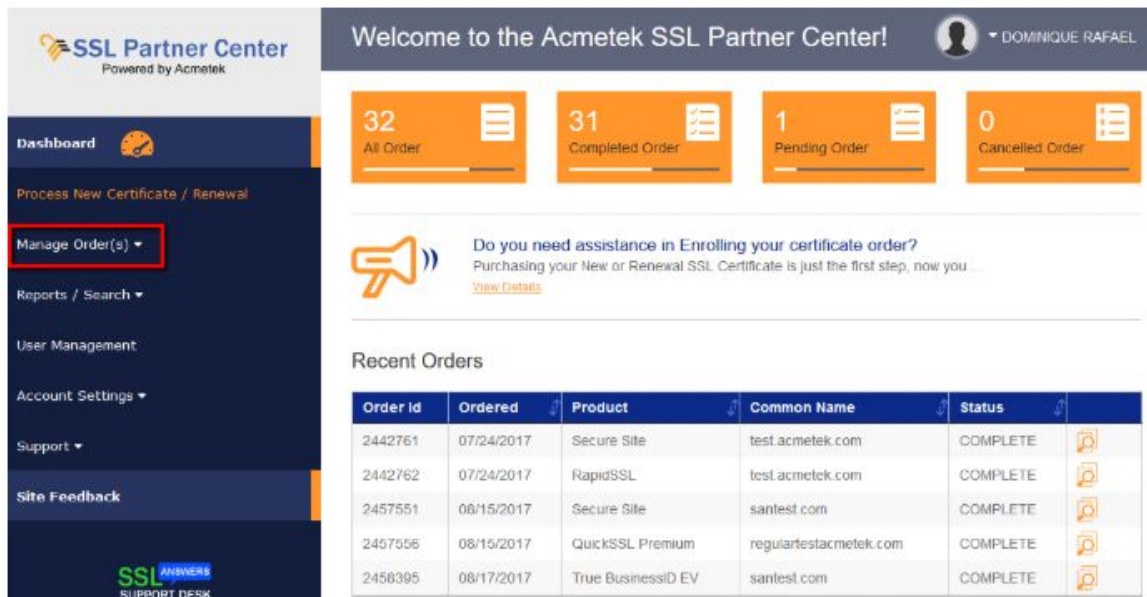


## How to Cancel an Order?

If you placed a certificate out of error within 30 days from when the order is placed you can submit a request to cancel the order placed in error and receive a refund to its contract.

To cancel an order within the SSL Partner Center perform the following:

1. Under the SSL Partner Center Dashboard click **Manage Orders**.



Welcome to the Acmetek SSL Partner Center! DOMINIQUE RAFAEL

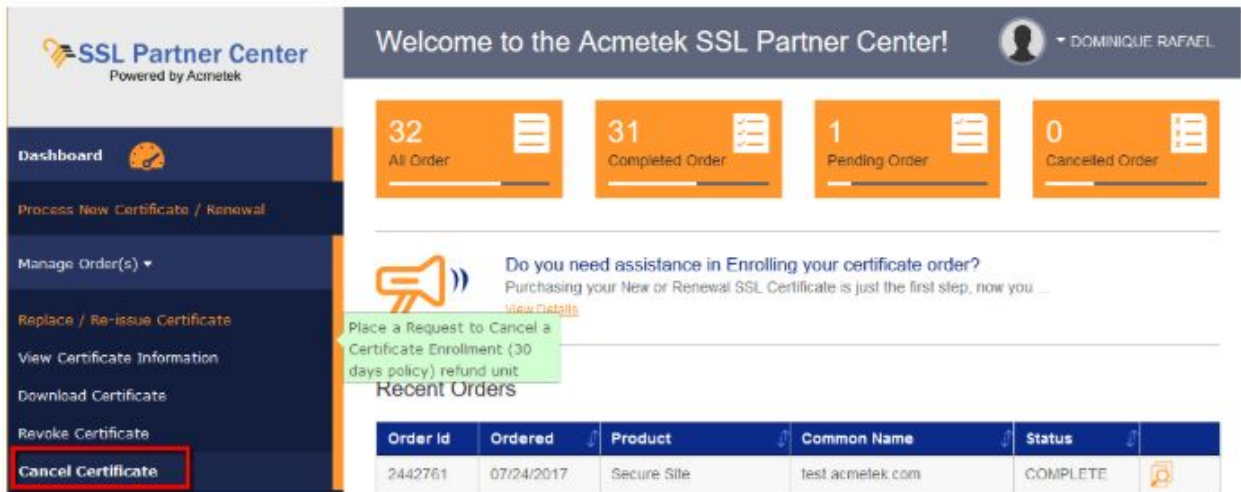
32 All Order | 31 Completed Order | 1 Pending Order | 0 Cancelled Order

Do you need assistance in Enrolling your certificate order?  
Purchasing your New or Renewal SSL Certificate is just the first step, now you ...  
[View Details](#)

Recent Orders

Order Id	Ordered	Product	Common Name	Status	
2442761	07/24/2017	Secure Site	test.acmetek.com	COMPLETE	
2442762	07/24/2017	RapidSSL	test.acmetek.com	COMPLETE	
2457551	06/15/2017	Secure Site	santest.com	COMPLETE	
2457556	08/15/2017	QuickSSL Premium	regulartestacmetek.com	COMPLETE	
2456395	06/17/2017	True BusinessID EV	santest.com	COMPLETE	

2. Click **Cancel Certificate**.



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32 All Order | 31 Completed Order | 1 Pending Order | 0 Cancelled Order

Do you need assistance in Enrolling your certificate order?  
Purchasing your New or Renewal SSL Certificate is just the first step, now you ...  
[View Details](#)

Place a Request to Cancel a Certificate Enrollment (30 days policy) refund unit

Recent Orders

Order Id	Ordered	Product	Common Name	Status	
2442761	07/24/2017	Secure Site	test.acmetek.com	COMPLETE	

3. In the Order Cancellation window from the **Order** drop down select the order you would like to cancel.
4. Within the Reason field specify any reason regarding the cancellation of this order.

5. Click **Submit**.

**Order Cancellation**

If you placed a certificate order out of error within 30 days from when the order is placed you can submit a request to cancel the order placed in error and receive a refund to its contract.

Order\*

Reason\*

**SUBMIT**

Allow up to 5 minutes for the units to be refunded to its respective contract.

If this is outside the 30 days of the certificates order issuance or you have any order related questions submit a support request by filling out the form within the SSL Partner Center. Under the Dashboard go to **Support > Submit A Ticket > Related to "Order Support"**

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