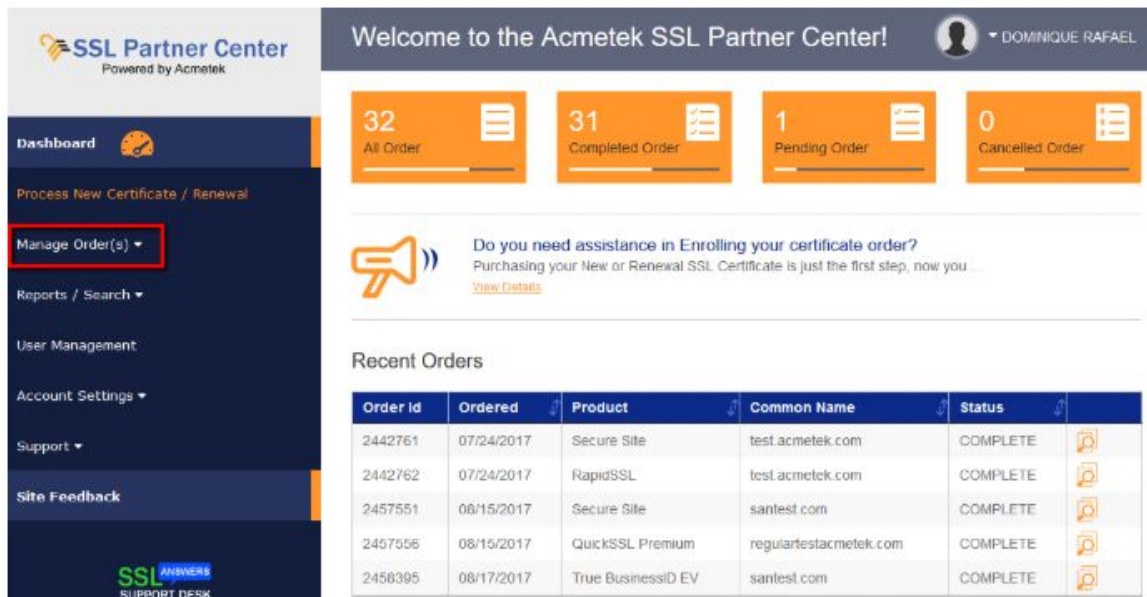# How to Cancel an Order?

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.**
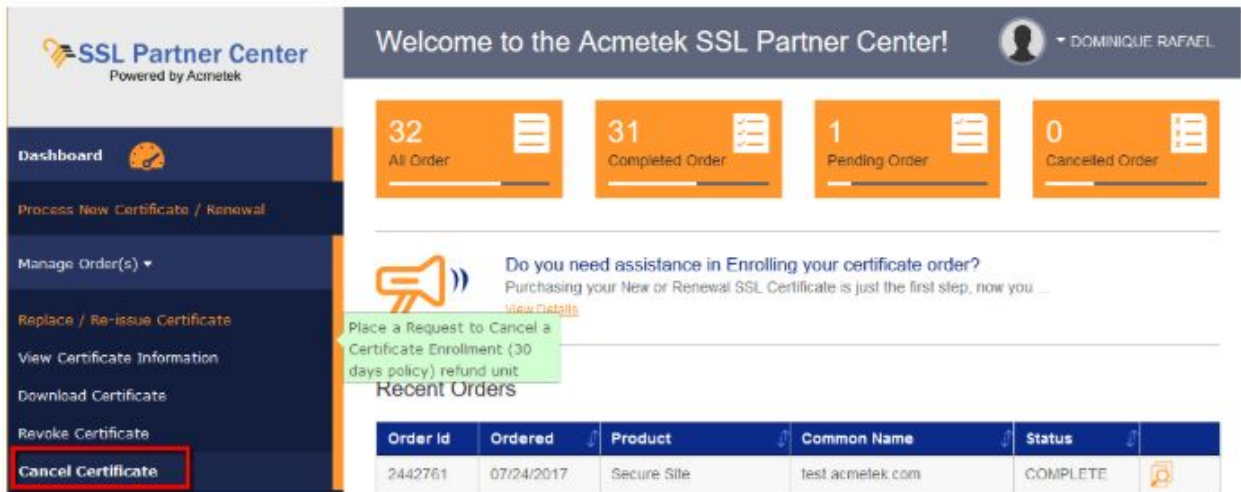
2. Click **Cancel Certificate.**

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.**

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**"