

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.

SSL Partner Center Powered by Acmetek	Welcome to the Acmetek SSL Partner Center!						
Dashboard 🤗	32 All Order		31 Completed Order	1 Pending Order	0 Cancelled C	vder 🗄	
Process New Certificate / Renewal							
Manage Order(s) •	<u></u>	Do you ne	ed assistance in Enrol	ling your certificate order?			
Reports / Search +	5	Purchasing View Details	your New or Renewal SSL	Certificate is just the first step, no	w you		
User Management	Recent O	rders					
Account Settings +	Order Id	Ordered	Product	Common Name	🖉 Status	¢	
Support •	2442761	07/24/2017	Secure Site	test.acmetek.com	COMPLETE	A	
	2442762	07/24/2017	RapidSSL	test.acmetek.com	COMPLETE	Ø	
Site Feedback	2457551	08/15/2017	Secure Site	santest com	COMPLETE	P	
	2457555	08/15/2017	QuickSSL Premium	regulartestacmetek.com	COMPLETE	Ø	
SSLANSWERS SUPPORT DESK	2458395	08/17/2017	True BusinessID EV	santest.com	COMPLETE	ø	

2. Click Cancel Certificate.

SSL Partner Center Powered by Acmetek	Welcome to the Acmetek SSL Partner Center!						
Dashboard 🥋	32 All Order		31 Completed Order	1 Pending Order	0 Cancelled O	rder	
Process New Certificate / Renewal							
Manage Order(s) 💌		Do you ne	ed assistance in En	rolling your certificate order	?		
Manage Order(s) • Replace / Re-issue Certificate	Place a Request	Do you ne Purchasing <u>Mew Details</u> to Cancel a	eed assistance in En your New or Renewal SS	rolling your certificate order iL Certificate is just the first step,	? пож уои		
Manage Order(s) • Replace / Re-issue Certificate View Certificate Information Download Certificate	Place a Request Certificate Enrolli days policy) refu Recent Or	Do you ne Purchasing Inew Fieldells to Cancel a ment (30 nd unit rders	eed assistance in En your New or Renewal SS	rolling your certificate order iL Certificate is just the first step.	? пож уош		
Manage Order(s) • Replace / Re-issue Certificate View Certificate Information Download Certificate Revoke Certificate	Place a Request Certificate Enrolli days policy) refu Recent Or	Do you ne Purchasing <u>New Flatalls</u> to Cancel a ment (30 nd unit rders	eed assistance in En your New or Renewal SS	rolling your certificate order iL Certificate is just the first step,	? now you	7	

- 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 you can sub contract.	a certificate order out of error within 30 days from when the order is placed mit a request to cancel the order placed in error and receive a refund to its			
Order*	<select></select>			
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**"