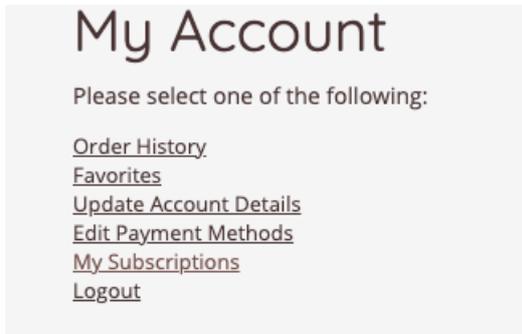


# Customer subscriptions

Last Modified on 29/09/2023 2:28 pm IST

To edit, pause, or cancel your subscriptions, shoppers can do the following:

1. Sign in to **My Account**.
2. Click **My Subscriptions**.



From here, shoppers can view active, paused, or cancelled subscriptions.

## Active Subscriptions

February 15, 2021

Product	Qty	Address	Card	Actions
Cat Food 30 lbs	1.00	Jane Doe, ExampleComp Merchants Quay Patrick Street Cork,Cork Ireland,0000000	Visa - 1111	<a href="#">Edit Subscription</a>

## Inactive Subscriptions

Paused (Customer)

Product	Qty	Address	Card	Actions
Cat Food 30 lbs	1.00	Jane Doe, ExampleComp Merchants Quay Patrick Street Cork,Cork Ireland,0000000	Visa - 1111	<a href="#">Edit Subscription</a>

## Inactive Subscriptions

Cancelled

Product	Qty	Address	Card	Actions
Cat Food 30 lbs	1.00	Jane Doe, ExampleComp Merchants Quay Patrick Street Cork,Cork Ireland,0000000	Visa - 1111	<a href="#">Edit Subscription</a>

## Edit subscription

- Click **Edit Subscription**

## Edit Subscription



**Cat Food 30 lbs**

**Shipping Address:**  
Jane Doe,  
ExampleComp,  
Merchants Quay,  
Patrick Street,  
Cork, Cork  
Ireland,  
0000000

**Shipping:**  
Pick up in store - Pick up - \$0.00

**Next Order:**  
Feb 15, 2021

**Last Order:**  
Feb 1, 2021

**Payment Method:**  
Visa 1111

**Quantity and Frequency:**  
1.00 items will be delivered Every 2 weeks

[Substitute Item](#)

[Skip next delivery](#)

[Pause Subscription](#)

[Cancel Subscription](#)

[update](#)

[update](#)

[update](#)

- Updating the shipping address will only affect the individual subscription.

### Update Shipping Details

**First Name**  
Jane

**Last Name**  
Doe

**Company Name**  
ExampleCompany

**Address 1**  
Merchants Quay

**Address 2**  
Patrick Street

**City/Town**  
Cork

**Country**  
Ireland

**State/County**  
Cork

**Zip/Postcode**  
0000000

**Telephone Number**  
0000000000

[Confirm](#) [Go Back](#)

- Update your card details by selecting another saved card or by adding a new card.

### Change Payment Method

Select a new payment method for your subscription. You may also apply the same payment method to all active subscriptions. (Want to add a new card instead? [Click here.](#))

Card: 9/2021 - Visa ending with 1111

- Click the link provided to add a new card.
- Check the checkbox to add the new payment method to subscriptions.

### Add New Card

**Card Holder Name**

**Card Number**

**Expiry Month**  **Expiry Year**

**CVV Code** What is this?

**Update all subscriptions to use this payment method. (Any subscriptions currently paused due to payment issues will be resumed, and will process tomorrow if an order is outstanding, or on the subscription's next recur date.)**

- Change the quantity and frequency of your subscription.

### Update Quantity and Frequency

items will be delivered

- Substitute current items in your subscription.

Warning: Customers will not receive an email confirmation for any changes made.

## Substitute Item for a Subscription

Please note: this will replace the current item in your subscription, and may affect the pricing and discounting applied. You will be given the best available price at the point when your subscription order is being placed.

**Search by product name or barcode number**

  
**CATFOOD: Cat Food 30 lbs**  
Cat Food 30 lbs  
Meow Mix Original Choice  
Cat Food, 30 lbs

Note: Substituting items may affect the pricing and applied discounts.

- Skip to next delivery

### Skip Next Delivery

Are you sure you want to skip the next order?

The order due on Mar 22, 2021 will be skipped, and the next recurring order will be placed on Jun 22, 2021.

Confirm

Go Back

- Pause or cancel your subscriptions.

### Pause Subscription

Are you sure you want to Pause your subscription?

Confirm

Go Back

### Cancel Subscription

Are you sure you want to Cancel your subscription?

Confirm

Go Back

Note: You can't edit a cancelled or paused subscription. Visit subscription settings to resume a subscription. Learn more: [Subscription options](#).

**[Contact us](#)**

If you have any problems with this feature, contact our support team by opening a ticket.

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