

Account Cancellation FAQ

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Canceling closes your account and stops your billing, handled by our team once your master admin requests it. Answers to the common questions about timing, your data, refunds, and pausing instead.

How do I cancel my account?

Have your master admin send us the request. They can email help@paperlesspipeline.com from the master-admin address, or sign in and use [Help] → [Get Help] → [Contact]. We'll confirm the date and handle the rest.

Who is allowed to cancel the account?

Only the master admin. For security we need the cancellation request to come from the master admin; if someone else asks, we'll check with them before proceeding.

When will my cancellation take effect?

Immediately, or the business day before your next bill — your choice. Scheduling it just before the next bill lets you use the full period you already paid for while making sure you're never charged again.

What happens to my data after I cancel?

The account is removed and no longer accessible. Data isn't retained for canceled accounts, so download your Monthly Backups — or switch to the Archive Plan — before your cancellation date.

Can I pause or put my account on hold instead of canceling?

There's no hold feature, but there are two ways to pause. You can downgrade to the lowest plan, or switch to the Archive Plan (\$35/month) to keep online access to your existing data without actively using the service.

Will I get a refund when I cancel?

Past bills aren't refunded, but ask us. If you cancel immediately right after a charge, we can submit a refund request to our Billing Team to consider — reach out and we'll look into it.

Learn More

Ready to close your Paperless Pipeline account? Our team handles cancellation, and your master admin starts it with a single message.

See [Account Cancellation](#)

Still Have Questions?

Didn't find your answer above? Email us at help@paperlesspipeline.com and we'll help.
