

Why Can't I Downgrade My Plan?

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A blocked or grayed-out downgrade almost always comes down to one thing: how many transactions you've already created this cycle.

The Plan You Want Is Grayed Out

On the Upgrade / Downgrade page, plans lower than your current one are shown in red — those are the ones you can drop to. A plan that's grayed out is one you can't select right now.

The cause is your quota: a plan is grayed out when you've already created more transactions this billing cycle than that plan allows for a whole month. Pipeline won't let you downgrade into a limit you've already passed.

To fix it:

- **Pick a plan that still fits your usage.** If you've created 8 transactions this cycle, you can only downgrade to a plan that allows at least 8.
- **Or wait for your quota to reset.** At the start of your next billing cycle your usage returns to zero, and the lower plan becomes available.

My Quota Reset but the Downgrade Is Still Blocked

Right after a billing cycle rolls over, the Upgrade / Downgrade page can briefly lag behind your reset usage. If your transaction count for the new cycle is genuinely low and the lower plan still won't select:

1. Do a hard refresh of the page so your browser pulls the latest state.
2. Confirm the new cycle has actually started — check your quota on the Current Usage panel.
3. If it's still stuck, contact us and tell us the plan you're trying to reach.

I Just Want a Lower Bill Without Losing My Data

If you're stepping away from active use rather than just trimming volume, ask us about the Archive Plan. It keeps all your existing transactions and data accessible online at a lower monthly rate, though new transactions can't be created while you're on it.

Still Stuck?

If the downgrade won't go through after your quota has reset, contact us — tell us the plan you're on and the one you want, and we'll sort it out.

Learn More

Pipeline bills on a simple monthly transaction plan — a ladder you move up or down as your deal volume changes.

See [Transaction Plans](#)

Still Have Questions?

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