

Thank you for reaching out to Dropbox to assist with cancelling your subscription or trial. In order for us to best assist with cancelling your subscription, please provide the following information:

- First and last name: \_\_\_\_\_
- Email address associated with the account: \_\_\_\_\_
- Best email for contact (if different): \_\_\_\_\_

This account paid using:

- Credit/Debit card
- PayPal
- iDeal or SEPA Direct Debit
- Google Play/Apple App Store/Third party

For credit/debit card charges, we need a transaction ID: \_\_\_\_\_. If you do not have a transaction ID, we need the following information:

- Card type (Visa, Mastercard, etc.): \_\_\_\_\_
- First six digits of the card: \_\_\_\_\_
- Last four digits of the card: \_\_\_\_\_
- Full name on the card: \_\_\_\_\_
- Date of last charge: \_\_\_\_\_
- Amount charged: \_\_\_\_\_
- Billing postal code: \_\_\_\_\_

For PayPal charges, we need the PayPal transaction ID: \_\_\_\_\_

For iDeal or SEPA Direct Debit charges, we need the following information:

- Last four digits of your International Bank Account Number (IBAN): \_\_\_\_\_
- Mandate reference number: \_\_\_\_\_
- Date of charge: \_\_\_\_\_
- Amount charged: \_\_\_\_\_
- Billing country: \_\_\_\_\_

For Google Play, Apple App Store, or other third-party app payment systems outside of PayPal, please note that Dropbox support is not able to assist with cancellations for accounts that are paid through third-party systems. You will need to reach out to the app that the purchase was made through in order to assist with cancellations. You may also follow the instructions here: <https://help.dropbox.com/accounts-billing/cancellations-refunds/cancel-mobile>

If a support request is processed through the mail, Dropbox is not responsible for, and will not refund, any additional charges that you incur while your request is being processed. If you want immediate assistance with cancelling your subscription, please visit <https://www.dropbox.com/support>. If you are unsure of the email associated with your account, you can look up your account information using [https://www.dropbox.com/payments/find\\_receipt](https://www.dropbox.com/payments/find_receipt).

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