

I have cancelled my account, why did USENEXT charge me again?

These are our cancellation notice periods:

- For packages with a one-month term, the period of notice shall be 7 days to the end of the contract term.
- For packages with a longer term, the period of notice shall be one month to the end of the contract term.
- Special termination right for free test periods: Free test periods can be terminated without a specification of reasons before expiration of the last day of the test period.

In case you cancelled outside of your notice period, your contract has been renewed one last time. The cancellation takes effect at the date mentioned in your cancellation confirmation email. With the start of this last contract period you have been charged your member fees.

USENEXT Support

<https://help.usenext.com/Knowledgebase/50013/I-have-cancelled-my-account-wh...>