

# Cancelling your order

## Can I cancel my order?

If we haven't started provisioning your service, you can cancel your order without incurring any charges. If you have received a notification that your order is in progress, you may be required to pay a cancellation fee of \$29.

If you've received a completion notification (by email or SMS), or have started using the service, you will need to cancel your service as per our standard [terms](#).

## How to Cancel Your Order

If you need to cancel your order, please contact us on 1300 303 375 or click on the chat icon to start a conversation with one of our customer service representatives. They will advise on any applicable charges.

Online URL: <https://articles.spintel.net.au/article/cancelling-your-order.html>