

Q: How do users cancel their subscription?

A: To cancel, users can simply navigate to the account settings screen in our app and select “cancel account.” After selecting “cancel account,” our users will receive an email requiring confirmation to finalize the termination of their Stash subscription. Once they have clicked the link in the email to confirm cancellation, their Stash subscription will remain active for the current period and cancel immediately thereafter. The user will have the choice between having any boxes remaining in storage returned immediately or at the end of their subscription term.



Q: What happens if a user cancels their subscription and still have boxes in Stash storage?

A: When a user cancels their subscription, final delivery will be scheduled immediately, either for that day or for the last day of their subscription. This ensures boxes will not be stored past their subscription date. We are not responsible for boxes abandoned after this point, and this will be covered in our terms and conditions.

