

Handling plan cancellations

In this article

Step 1. Cancellation event

Step 2. Deactivating customer accounts

Cancelling a GitHub Marketplace app triggers the `marketplace_purchase` event webhook with the `cancelled` action, which kicks off the cancellation flow.

Note: This article applies to publishing GitHub Apps in GitHub Marketplace only. For more information about publishing GitHub Actions in GitHub Marketplace, see "[Publishing actions in GitHub Marketplace](#)."

For more information about cancelling as it relates to billing, see "[Billing customers](#)."

Step 1. Cancellation event [↗](#)

If a customer chooses to cancel a GitHub Marketplace order, GitHub sends a `marketplace_purchase` webhook with the action `cancelled` to your app when the cancellation takes effect. If the customer cancels during a free trial, your app will receive the event immediately. When a customer cancels a paid plan, the cancellation will occur at the end of the customer's billing cycle.

Step 2. Deactivating customer accounts [↗](#)

When a customer cancels a free or paid plan, your app must perform these steps to complete cancellation:

- 1 Deactivate the account of the customer who canceled their plan.
- 2 Revoke the OAuth token your app received for the customer.
- 3 If your app is an OAuth app, remove all webhooks your app created for repositories.
- 4 Remove all customer data within 30 days of receiving the `cancelled` event.

Note: We recommend using the `marketplace_purchase` webhook's `effective_date` to determine when a plan change will occur and periodically synchronizing the [List accounts for a plan](#). For more information on webhooks, see "[Webhook events for the GitHub Marketplace API](#)."

Legal