# How to permanently cancel a subscription

Mari Opstad - 2026-02-11 - Comments (0) - Subscription and payment

# How to permanently cancel a subscription

If you want to permanently cancel a subscription, you can do so directly in Subscription Management. Follow the steps below.

## Step by step

1. Log in to Subscription Management with your user account.
2. Select the device you want to cancel the subscription for.
3. Click the three dots (⋯) on the far right of the device.
4. Select Delete.
5. Confirm that you want to delete the device.

Once these steps are completed, the subscription is permanently cancelled.

## Important to know

- It is **not** possible to reactivate the device once it has been deleted.
- All functionality and tracking will stop permanently.
- If you are unsure whether you may want to activate the watch again at a later time, **we recommend instead pausing the subscription**. This allows you to retain the option to resume the subscription at a later stage.

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