

How do I close my reseller account?

This article explains how to request the closure of your Openprovider reseller account and, if applicable, a refund of your remaining balance.

1. Make sure your account is empty

Before we can process an account closure, your account must not contain any active products or services. This includes:

- Domain names
- SSL certificates
- Email services
- Plesk Licenses
- SpamExperts filters
- EasyDMARC
- DNS zones/DNS records
- Any other active services

If there are still active products or DNS zones in your account, we cannot start the closure process.

2. Disable recurring payments

If you have activated recurring payments, please disable these first:

1. Log into to your [Reseller Control Panel](#) (RCP).
2. Navigate to **Account >> Financial >> Recurring payments**.
3. Disable any active recurring payment methods.

You can also use [this direct link](#) to access recurring payments.

3. Submit the account deletion request form

Once your account is empty and recurring payments are disabled, please fill-in and submit the [account deletion form](#).

Important:

- The request must be submitted using the Admin email address linked to your reseller account in the Control Panel (ACP).
- After submitting the form, a confirmation email will be sent to the Admin email.

If you no longer have access to the Admin email

For security reasons, we can only accept account deletion requests and related communication from the Admin email address registered in your account. If you no longer have access to that email address:

1. Contact our Support team first and request to update the Admin contact.
2. Once the Admin email is updated, you can submit the account deletion form.

You can reach Support team via:

- [Contact form](#)
- Email: support@openprovider.com

4. Refund of outstanding balance (if applicable)

If you have an outstanding balance in your account, you can request a refund as part of the closure process.

Please note:

- **An administrative fee of €25 will be charged for this transaction, as stated in our [General Terms and Conditions \(article 12.17\)](#).**
- This fee is deducted from your available balance.
- If your balance is below €25, no refund will be possible.
- **A refund can take up to 6 weeks to be processed.**

Timelines and what to expect

- Once we receive your valid account deletion request, it can take up to 30 business days to fully close the account.
- After the account is closed, you will no longer be able to sell via our platform or access your Reseller Control Panel.
- If a refund applies, it may take up to 6 weeks to reach your account.

Need help before you leave?

We are sorry to see you go. If there is any pending issue we could help you solve before you decide to close your account, please contact our Support team or your account manager.

For any questions about the account closure or refund itself, you can contact:

accounts@openprovider.com

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