

Downgrade to a No Monthly Fee Account

The no monthly fee account only allows access to the DYMO Stamps software (printing individual stamps vs. shipping labels). It also preserves your account history, which is accessible online at endicia.com. To change to a no monthly fee account, please call 800-576-3279. Select Option 6, and then select Option 3. You will need to answer the challenge question associated with the account.

We recommend downgrading to:

- Preserve account history
- Print stamps (DYMO Stamps, Printable Postage)

Close the Endicia Account

If you would rather close the account, make sure you do the following prior to completing the steps below.

Important! Account closure is permanent. Please read this completely before closing your account.

- Verify and update your contact information on the account, including the contact name, email address, and both physical and mailing addresses.
- Print any online account reports that you need for taxes, accounting, tracking, or record keeping purposes. For information about and assistance with creating reports, see the Online Account Help.

To close the Endicia account

1. Log in to the Endicia web site with your account number and password here: <https://www.endicia.com/LogIn>
 - If you do not know the password, click the "I forgot password" link on this page and the system will email the password to the email address on the account (or click this link <http://www.endicia.com/support/forgot-password>).
2. If you do not know your account number, click the "Forgot your Account number?" link and your account number will be emailed to the email address on the account (or click this link <http://www.endicia.com/Support/ForgotAccountID/>).

Go to the Account Summary page. If you have a DYMO Stamps account, click Close Account. For all other account types, select Update Profile > Close Account.

2. Click Continue to request account closure.

Postage Balance Refund

The remaining postage balance will be refunded back to the credit card last used to purchase postage. If you haven't purchased postage within 3 months, the balance refund may be mailed to you in the form of a check. Postage balance refunds for postage purchased using direct debit from a checking account will be mailed as a check. It is important to verify that the mailing address on the account is correct before you close the account, in order to avoid delays. The check will be issued to the contact name on the account.

Note: If you have pending refund requests for postage misprints, the account status changes to Pending Close. It will remain with a Pending Close status until all requests have been processed before closing. If you have outstanding physical refund requests and you will NOT be sending in paperwork for the request to complete the refund process, send an email to support@endicia.com and ask that we reject the refund request. If Endicia does not receive the paperwork, physical refunds will be automatically rejected in 90 days. This means it will take 90 days before your account can close and the unused postage balance refunded to you.

Once all refunds have been processed the account status will change to closed and the unused postage balance is refunded.

Help

- If you are unable to log in to close the account, please call Endicia Support, Monday through Friday from 6am-6pm PST at 1-800-576-3279; select Option 6 and then Option 3 for assistance in closing the account.

<http://www.endicia.com/about-us/contact-us>