Sutra Plugins

Subscription settings: cancellations, grace periods and failed payments

Subscriptions & Renewals · https://sutraplugins.com/docs/membersutra/subscription-settings/

Go to **MemberSutra → Subscriptions → Settings**.

Cart and checkout

- **User can add to cart** – only one subscription product, or unlimited.
- **Force account registration when purchasing a subscription** – needed so renewals can be billed and managed.
- **Allow user to manually renew a subscription** – for payment methods that cannot be charged automatically.
- **Stock management with recurring payments** – whether each renewal reduces stock.

Renewal payments

Choose who charges renewals for subscriptions paid with the SutraPay for Stripe, PayPal or Razorpay gateways – see Who charges renewals.

Reminders

Reminder e-mails sets how many days before a renewal and before a trial ends the reminders go out. Use 0 to switch one off; an empty field means 3 days.

Pausing and cancelling

- **Allow the user to pause subscriptions** – never, without limits, or with limits.
- **Allow the user to cancel subscriptions** – without limits, or with limits.

- **When user’s subscription plan should be cancelled** – keep access until the paid period ends, or cancel immediately.
- **Cancel Subscription Action (By User)** – what the customer keeps after cancelling, for example moving them to a free plan.

End of term and failed payments

- **End Of Term Action** and **Grace Period End of Term** – what happens when a subscription ends without renewing, and how many days of access remain first.
- **Payment Failed Action** and **Grace Period Failed Payment** – how long a member keeps access while a failed renewal is retried.

Pro feature: Grace periods, end-of-term actions and failed-payment rules need Pro.

Housekeeping

- **Delete subscription if the main order is cancelled**.
- **Delete pending and cancelled subscriptions** after a while.
- **Delete personal information after account deletion requests**.
- **Shop manager can control subscription settings**.
- **Staging mode** – stops a copy of your site from charging real renewals.
- **Enable log** – writes subscription events to **WooCommerce → Status → Logs** (source “membersutra”).