



Subscription Products — FAQ

Subscription Products Documentation · August 4, 2026

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Can I sell an existing product on subscription without rebuilding it?

Yes — that is the whole point. Open the product, use its **Subscription Setup** tab. It keeps its categories, URLs, reviews, images and variants.

Do all variants have to be subscribable?

No. Eligibility is per SKU, because a customer buys a sub-product. A product can carry ten variants with two of them sold on subscription.

Can the same product be bought once *and* subscribed?

Yes, and even on the same order — the choice is per line. Set **How It Can Be Bought** to "One-time purchase or subscription". "Subscription only" removes the choice, and then every purchase of an eligible SKU starts a subscription.

Is the trial period a free trial?

No. The customer pays the normal price at checkout; the trial only delays the **first renewal**. For a genuinely free trial, price the product accordingly.

When does a subscription end?

Three ways: it reaches its **Max Cycles** cap, someone **cancels** it, or its payment retries run out and it **pauses**. There is no expiry date field — a subscription with Max Cycles 0 renews until cancelled.

Why is there a "Renew Now" button on an active subscription?

It is a staff override: bill this cycle now instead of waiting for the due date — for "the customer wants it early", or after a missed cron run. Be aware it creates a real order, charges the card if auto-charge is on, and moves the next renewal date a full interval forward.

If I use Renew Now, does the schedule drift?

No. The next renewal is counted from the existing due date, not from today.

What happens when the card fails?

The subscription goes **past due** and enters dunning: it waits the grace period, then retries on the retry cadence up to the retry limit. Each failure emails the customer. When retries run out it is **paused**, not cancelled — the customer can fix their card and resume.

Why paused rather than cancelled?

A pause is recoverable by the customer themselves and keeps the agreement visible as a live relationship. Cancelling would end it outright for what is usually a temporary card problem.

Can a customer restart a subscription the store cancelled?

No. They can restart one stopped by a payment failure — that is their own problem to fix — but a staff cancellation may have been deliberate, and the portal will not reverse it. Staff can restart it from the admin screen.

Can I restart a completed subscription?

Yes, but if it used up its cycle cap you must raise **Max Cycles** under Edit Terms first — otherwise it would bill once and immediately re-complete. The screen says so and refuses until you do.

Do term changes apply to the current cycle?

No. Changes take effect from the next renewal, and nothing is prorated.

Which card gets charged?

The card that actually paid the originating order, not whichever card the customer stored most recently. If that card is not vaulted, it falls back to their latest active card, preferring the same store.

Which gateways can charge automatically?

Stripe and Authorize.Net. Anything else records a failed attempt, so leave auto-charge off and collect renewal orders manually.

Why did an email not send?

Most often: renewals and reminders run under **cron**, and the CMS template pipeline needs a live web request, so CLI sends always use the **body** field. A template selected with a blank body sends nothing. Also check the event is switched on and the customer has an email.

Does a partial refund cancel the subscription?

No. Only a refund that makes the order fully refunded does. Partial refunds — one line of a mixed order, shipping adjustments, goodwill — leave it alone.

Is renewal pricing frozen?

Only if **Lock signup price** is on. With it off, each renewal re-resolves the current price, and the Subscribe & Save discount is re-applied at the current rate.

How does Subscribe & Save resolve?

Most specific wins: **SKU → interval → plan**. A SKU-level discount overrides the cadence-level one, which overrides the plan default.

What happens if the SKU is out of stock at renewal?

Per the plan's out-of-stock policy: bill anyway (default), skip the cycle, or create the order unpaid for staff. Sellability comes from the same authority the cart uses.

Do I need the Inventory module?

No. Everything works without it, including the demand forecast — stock is read through `Shop.Stock`, which handles both Inventory-managed and legacy stock. Only **purchase-order generation** needs Inventory; without it there is no purchase-order option at all.

Why does Available Now show a huge number?

That SKU is not stock-tracked. It is a "no constraint" sentinel and the shortfall correctly reads zero.

Why can't a purchase order be raised for one of my SKUs?

Either it has no vendor assigned (the grid shows "None"), or its product type is not Inventory-managed for that store. Both are reported as skipped with a reason, and the rest of the batch still generates.

Does disabling the module stop billing?

Yes — deliberately. The scheduled jobs and the tables both survive a disable, so without that gate a switched-off feature would keep raising orders and charging cards.

Does uninstalling delete my subscriptions?

No. The tables are left in place so an accidental uninstall cannot destroy live agreements. The migrations' own `down()` drops them when a teardown is genuinely wanted.

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