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The amount on my invoice looks wrong: what to check before you write to us

Invoices & Tax

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The amount on my invoice looks wrong: what to check before you write to us

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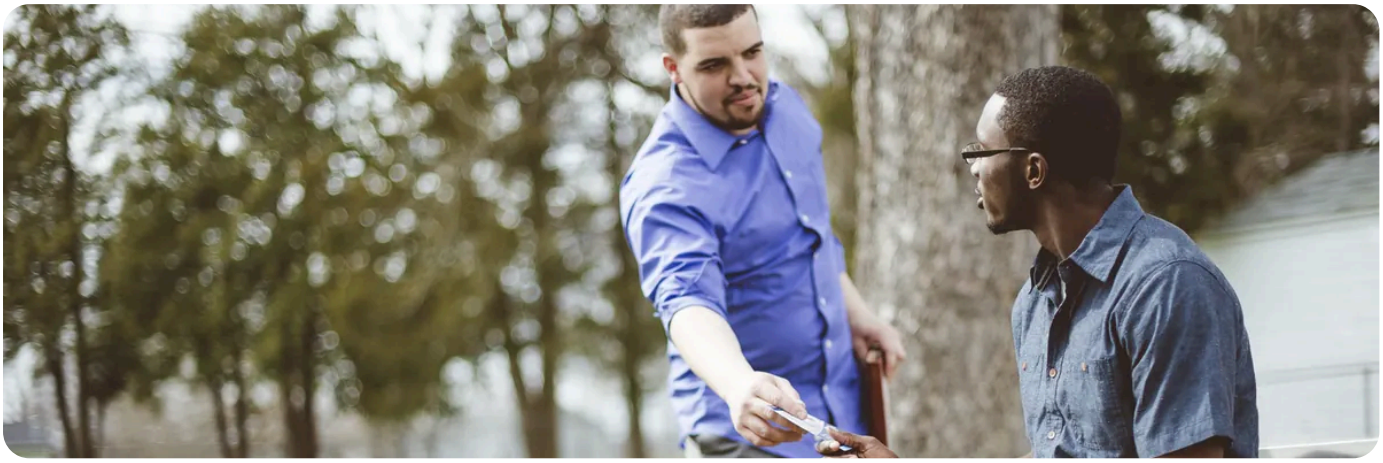

Almost always the amount is **not wrong, it is different from what you expected**, and the cause is one of eight things: a first invoice that covers only a few days, a plan change mid-cycle, two invoices at once, an extra or a domain on the same invoice, tax, currency, a change of cycle, or a promotional code that was not applied. Go through the list and, if nothing explains it, write to us with the right details.

The eight causes, most frequent first

What you saw	Likely cause	Where to confirm
The first invoice differs from the plan price	The first invoice covers only the days up to the date shared by all your services.	**why your invoice shows this amount, and the billing calendar**
The invoice after a plan change looks odd	It covers only the difference up to the renewal, and the line has two dates.	**what actually happens when you change plan**
Two invoices arrived	One is for a new service and the other is the renewal of one you already had.	The lines and dates of each.
There are lines you did not expect	A domain, a certificate or an extra ordered with the plan.	The description of each line.
The total is bigger than the sum of the lines	Tax added on top.	**tax on a hosting invoice**
The amount differs from what the bank charged	The currency conversion is the bank's or the processor's.	**which currency you pay in**
You are paying more than before	The cycle changed, or a promotional period ended.	**renewing and changing your billing cycle**

What you saw	Likely cause	Where to confirm
You expected a discount	The code was not applied at the order.	The discount line, if there is one, on the invoice.

Before you write

1. **Go through the table.** It solves most cases without a ticket at all.
2. **Open the invoice and read the lines.** See **how to read your invoice line by line**.
3. **Write down what you expected and why.** "I expected X because the plans page showed Y" is a sentence that gets solved in a minute.
4. **Give the invoice number** and attach a screenshot of where you saw the price.
5. **Write before the due date,** and say the invoice is in question. That way the case is looked at before the service reaches suspension.

Do not ignore an invoice you doubt.
If the service depends on it, letting it fall due leads to suspension just the same. Write early: see **what to write in a support ticket for a site, e-mail, domain or invoice problem**.

Paid and the amount ended up different?
It may be a partial payment: see **I paid less than the invoice asks for**. **Want to dispute a charge?** The route is the same, with the invoice number: see **how to make a complaint and how we handle it**.

NEED A HAND?

Been through the table and the amount still makes no sense? Send us the invoice number and what you expected.

Open a support ticket →

SEE ALSO

- **Why your invoice shows this amount, and the billing calendar**
- **What actually happens when you change plan: files, dates and the money already paid**
- **Your invoice: billing details, tax and receipts**
- **How to make a complaint and how we handle it**

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