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A charge you do not recognise or disagree with: what to do before you call your bank

Refunds & Disputes

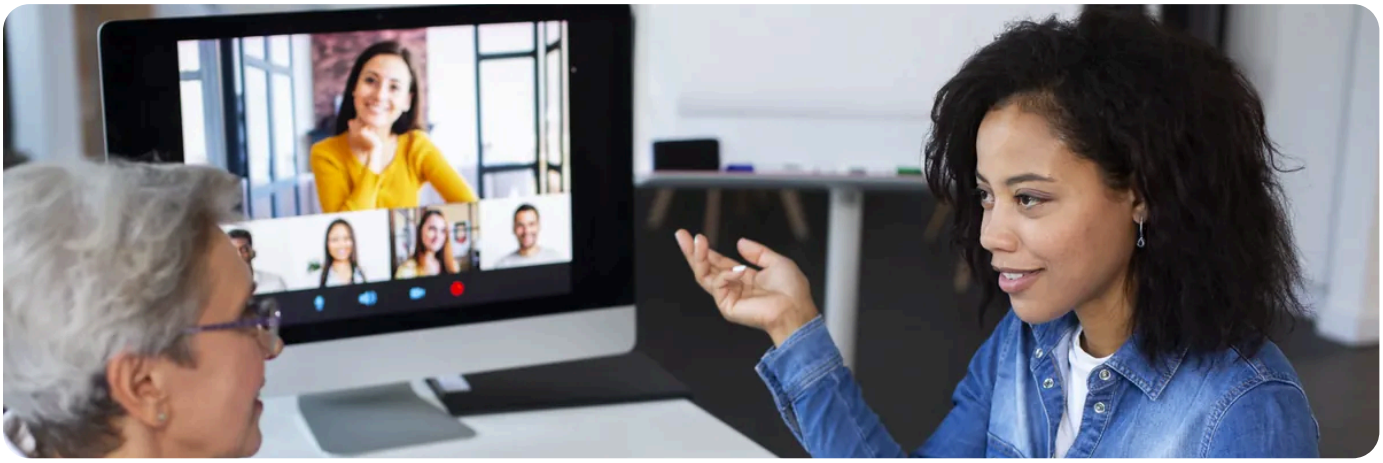
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A charge you do not recognise or disagree with: what to do before you call your bank

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Before you dispute it, **find out which charge it is**. In most cases the answer is on an invoice in your account, and the surprise comes from an automatic renewal, a forgotten service or a currency conversion. Ten minutes of checking saves weeks of dispute.

What the charge usually is

What you see	Likely cause
An amount different from the invoice	Currency conversion and bank fees. See **which currency you pay in**.
Two identical charges	One may be only a temporary hold that your bank releases by itself; the other, a repeated payment. See **paying twice**.
A charge after cancelling	An unfinished request, another service or the domain renewal. See **I cancelled and an invoice arrived**.
A charge on the renewal date	A card saved for automatic renewal. See **renewal and saved methods**.
A charge you never authorised	It may be a colleague with access to the account, or fraud on your card. Follow the steps below.

Step by step

1. **Note the charge as your bank shows it:** date, amount, currency and, for a card, the last four digits.

2. Open the list of invoices in My Interweb and look for a **paid** one on the same date. The invoice says which services it covered and which method was used.

3. See who else has access: colleagues with a sub-account (see **how to manage sub-accounts**) and services set to renew automatically on a saved card.

4. If it is still unexplained, open a support ticket with the date, the amount and the last four digits. Never the full card number, the expiry date or the security code: we do not ask for them and nobody on the team ever will.

5. If you think the card was used by someone who is not you, **call your bank first to block it** and then tell us, so we can check whether any order was placed on your account.

And the dispute with the bank?

Disputing a charge is your right and, in a case of card fraud, the first thing to do. For every other case, **talk to us first**: we can nearly always clarify or correct it faster, and you avoid two processes running over the same charge. The bank decides at its own pace, and we do not control what it does.

Do not press the pay button again and again to "see if it goes through".
Each attempt can create a hold on the card that is not a charge but eats into your limit for a few days, and a run of declines makes the bank suspicious. See **paying by card**.

If you paid on someone else's behalf, or your company paid for you
, the charge does not show on your own statement. See **paying an invoice for someone else**.

NEED A HAND?

Have a charge you cannot tie to any invoice? Send us the date and the amount from your statement.

Open a support ticket →

SEE ALSO

- **I paid twice or paid the wrong invoice: what happens to the money** →
- **The amount on my invoice looks wrong: what to check before you write to us** →

- How to make a complaint and how we handle it →
- Your refund was approved: how the money reaches you and why the amount can differ →

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