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Payment reminders: what to expect, and why one arrived after you paid

Refunds & Disputes

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Payment reminders: what to expect, and why one arrived after you paid

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Reminders are **automatic** and go out according to the state of the invoice. If one arrived after you paid, it is nearly always one of four things: the payment was not yet recorded, the reminder was generated earlier, you paid a different invoice, or the reminder is for another service. Checking takes a minute.

What to expect

Message	What it is for
The new invoice	Sent when it is issued, with the service, the amount and the due date. It is a heads-up to give you time, not a demand on the day itself.
Reminders before the due date	If the invoice is still unpaid, a reminder arrives.
Notices after the due date	If the date passes without payment, notices follow. The service keeps working, but the suspension clock is running. The dates are in **the billing calendar**.
The window when you sign in	With unpaid invoices, a window appears once a day when you sign in to your account (and on the site, when signed in). See **what that window is**.

I got a reminder and I have already paid

1. **Open the invoice from your account**, not from the e-mail. If the status is “Paid”, ignore the reminder: it was generated before the payment was recorded.

2. If it is unpaid and you paid by bank transfer, the payment needs a check on our side. See **the stages until a transfer is confirmed**.

3 If you paid with a method that confirms by itself and the invoice is still open, check that you paid **the right invoice and the exact amount**. Two invoices of similar value are easy to mix up, and a short payment leaves the invoice open. See **I paid and the service is still stopped**.

4 If all of that is right and the invoice is still unpaid, open a ticket with the proof of payment. Do not pay a second time.

I am not getting the reminders

Notices go to the **account e-mail** and to any contacts that have the invoice option switched on. If that address changed or belongs to someone who left, invoices and reminders get lost. See **how to change your registration e-mail** and **e-mails from your hosting company that do not arrive**. To have someone else receive them, see **sending your invoices to an accountant**.

A reminder never asks for your card details or your password.
If the e-mail has a link to "regularise" payment details, do not click: go to your account through the address of My Interweb. See **how to tell whether an e-mail really came from us**.

Pay when the invoice is issued, not when it falls due.
That is what the lead time is for, and the reminders stop.

NEED A HAND?

Got a reminder that does not match what you paid? Send us the invoice number and the proof.

Open a support ticket →

SEE ALSO

- **Why your invoice shows this amount, and the billing calendar**
- **A window about unpaid invoices appears when I sign in: what it is and what to do**
- **Invoice paid but the service is still suspended or pending: what to check**
- **E-mails from your hosting company are not arriving: confirmations, invoices and ticket replies**

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