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Your invoice: billing details, tax and receipts

Invoices & Tax

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RLX Angola, Lda. · Group RLX Holdings
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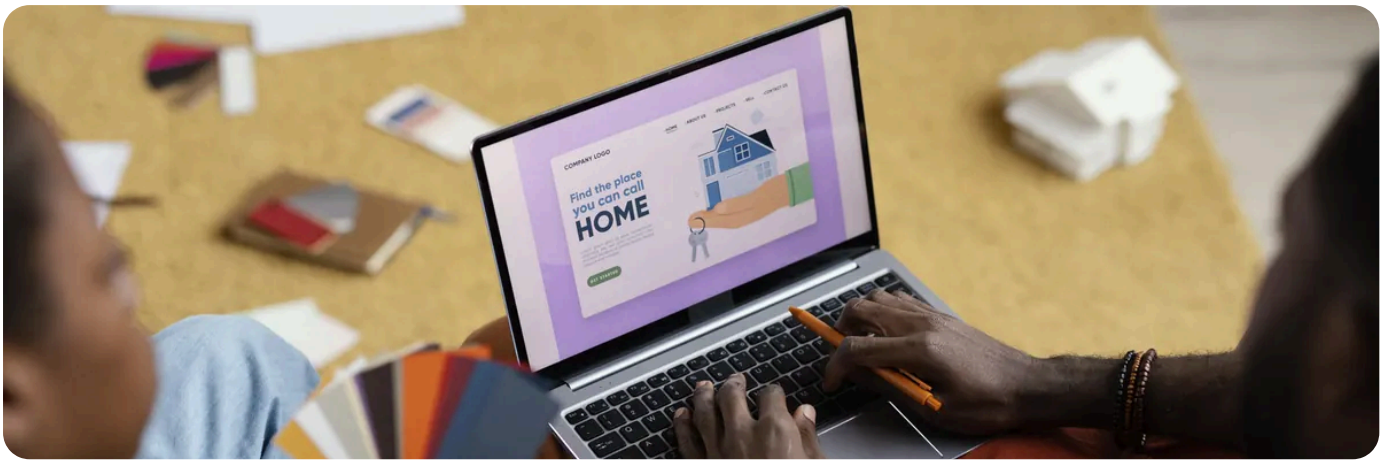

Every invoice we issue answers three questions: **whose name** it is in, **what tax** was applied, and **what proves** you have paid. This article shows where each of the three lives, what you can fix yourself, and why an invoice that has already been issued is not rewritten.

Where your billing details live

They belong to your account, not to any single invoice. They sit in **Account Details**, and every document we issue from now on is built from them.

1. Sign in to **My Interweb** with your account e-mail and password.
2. Open **Account Details**. You will find the company name, the billing address, the e-mail and your **tax number**.
3. Fix whatever is wrong and save. It takes effect straight away.

First and last name cannot be changed by you.
Those two fields are locked in My Interweb on purpose: they identify the account holder. To change them, open a support ticket and tell us the correct name. Everything else, company name and tax number included, you change yourself.

Billing to a company?
Fill in the company name and the tax number **before** you place the order. That is the short route: the first invoice comes out right and there is nothing to correct later.

Why an issued invoice is not changed

Invoices are numbered in sequence, with no gaps, and that numbering is what makes them count as documents. Rewriting one that has already gone out would break the sequence. So the rule is simple: **what you correct today applies to the documents that follow**.

If you really need a document in a different name or with a different tax number, do not pay it yet. Open a support ticket with the invoice number and the correct details, and we sort it out before the document is settled. After payment it is always more work, and not always possible.

Tax on your invoice

Tax is not the same everywhere. It depends on the country the invoice is issued from and on your own billing details. That is why you will not find a rate in an article: you find it **on the invoice itself**, every time.

What you see on the invoice	What it means
A separate tax line above the total	Tax is **added** to the price of the services. The total is the sum of the two.
No separate tax line	The price shown **already includes** tax, or the service is not taxed in that case. Either way, what you owe is the figure at the bottom.
The total, at the bottom	This is the amount to transfer. Never a single line on its own.

To see service prices before ordering, see **our pricing page**. To see how you can pay, see **payment methods**, which shows the current list.

Proof: what you send and what you get

These two get mixed up constantly, and they point in opposite directions.

Document	Who produces it	What it is for
Proof of payment	You send it to us	Only needed for payments that do not confirm on their own, such as a bank transfer. It is the bank slip or receipt.
Invoice PDF	You download it	This is the tax document. Download it any time, as often as you like.
Payment confirmation	You receive it by e-mail	It arrives once the payment is registered and the invoice turns **Paid**.

1. Open **your invoices** in your account.

2 Click the invoice you want. The status is at the top: **Unpaid**, **Paid** or **Cancelled**.

3 Use **Download** to save the PDF. It is the same document that was e-mailed to you.

Accounts asking for the whole year?
Every invoice is still in the list, nothing is deleted. Download the PDFs in one go instead of asking us for copies.

NEED A HAND?

Wrong details on an invoice, or a document you cannot find? Give us the number and we will look.

Open a support ticket →

SEE ALSO

- **How you can pay, and what confirms instantly** →
- **Service prices, with no surprise at the end** →
- **What support covers, and how fast** →

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