

Billing Issues & Troubleshooting

Common Issues

- ☐ Card declined? → Check with your bank or try another card
- ☐ No invoice received? → Check your spam folder or billing email settings

What to Do If...

- You're charged twice → Contact support with both invoice IDs
- You forgot to cancel → Contact support within 3 days for refund eligibility

How to Contact Billing Support

- Open a ticket via **Support > Billing**
- Response time: <24h (Pro), <12h (Enterprise)

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