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Generated on 22/10/2026 05:11

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I paid twice or paid the wrong invoice: what happens to the money

Billing & Payments

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-1292	v2026.10.21	Mozambique · English

Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.interweb.co.mz/knowledgebase/1292

I paid twice or paid the wrong invoice: what happens to the money

Billing & Payments Created on **October 10, 2026** Updated on **October 21, 2026** 2 min read



Paying twice, or paying the wrong invoice, **is not lost money**: it is recorded on your account and can be sorted out. What matters is **not paying a third time** and gathering the payment details so we can find it quickly. Most often the surplus stays as account credit or goes back the way it came.

What to do, in order

1. **Do not pay again.** A new payment does not speed up the first and takes work to undo on both sides.
2. **Look at the status of the invoices** in My Interweb. Which one is Paid? Which is still Unpaid? If two invoices have similar amounts, they are easy to swap.
3. **Gather the details of each payment:** date, time, amount, method and, as it applies, the transaction code or the last four digits of the card.
4. **Write to us** with the number of the invoice you meant to pay and the one you paid, or the two dates of the duplicate payment. See **what to write in a support ticket for a site, e-mail, domain or invoice problem**.
5. **Choose where the surplus goes:** stay as credit for the next renewal, or go back the way it came.
6. **Keep the proofs** until everything is closed.

What happened	What usually happens to the money
You paid the same invoice twice	The invoice was settled by the first payment. The second is a surplus: credit or a return.
You paid an invoice that had already been cancelled	The amount sits as credit on the account and goes to the right invoice.
You paid one invoice instead of another	Tell us which one you meant to pay. The payment can be applied to the right invoice.
You paid by two methods at once	Like the duplicate, but harder to trace. Send both proofs.

A return is not instant.
When you choose a return, the money goes back by the same payment method. For a transfer we need the bank details. Timing depends on the method and on your bank: we do not write it here. See **refunds and cancellations**.

To avoid duplicates
, after paying wait a minute and refresh the invoice page before trying again: confirmation is usually immediate. Always pay from the invoice itself, one at a time: see **which payment methods are available where you are**. If the invoice stays open after you paid, see **invoice paid but the service is still suspended or pending**.

NEED A HAND?

Paid twice? Send us the dates, the amounts and the invoice number, and we will tell you what to do.

Open a support ticket →

SEE ALSO

- **Which payment methods are available where you are** →
- **Bank transfer: the five stages until your payment is confirmed** →
- **Refunds and cancellations: what comes back, when, and what does not** →
- **Paying by card: how it works, and what can go wrong** →

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