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Using a promo code: why it was not accepted, and whether it lasts at renewal

Credit, Quotes & Affiliates

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Using a promo code: why it was not accepted, and whether it lasts at renewal

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The code goes in **at the order, before you pay**, in the promotion code field. If it is accepted, the page says so and the total updates at once. If it is not, the message already says why, and it is nearly always one of five reasons.

Why the code was not accepted

What the page says	What it means, and what to do
The code has expired	The promotion had an end date and it has passed. Check the **plans pages** for a campaign that is running.
It does not apply to any item in your order	The code is valid, but for another product, another billing cycle or another service. Change the cycle or the plan and try again.
It has already been used	Some codes have a maximum number of uses, and that number has run out.
The promotion has not started yet	The code exists, but the campaign opens later. Come back on the announced date.
No message, but no discount	Some codes are for new customers only and others only for people who already have services with us. A cancelled service still counts as a service: a former customer is no longer a “new customer”.

If you arrived through a campaign link, the code travels in the page address and a notice may appear in the corner saying whether it was applied and, if not, why. Two ordinary mistakes: an extra space when copying, and a swapped letter. Copy the code exactly as it was published.

Does the discount last at renewal?

It depends on the code, and the order tells you before you pay. Some codes apply to **the first period only**, some for a set number of periods (the order shows “expires after” that number) and some stay on. When the discount ends, the renewal follows the plan’s normal price. Nothing has gone wrong: it is the code’s own rule at work.

1. At the order, with the code applied, read the discount line and what it says about periods.
2. Once paid, open the invoice: the discount shows as a line of its own, with the amount taken off.
3. Before the renewal, open the new invoice and compare it with the last. If the discount is gone and you did not expect that, the code was for the first period only.
4. If you believe the code should have continued and it did not, open a ticket with the numbers of both invoices.

A code cannot be applied to an invoice that has already been issued.
It applies to the order. If you forgot it and the invoice is still unpaid, tell us before paying: we can see what is possible, but it is not guaranteed.

Never use someone else’s code and never buy codes from third parties.
The legitimate codes are the ones Interweb publishes on its pages or sends you directly.

Always compare the final total
, not just the percentage. What counts is the amount the order shows at the end, for the cycle you chose. List prices are on the **pricing page**.

NEED A HAND?

The code is valid but the order does not give you the discount? Send us the code and the plan you chose.

Open a support ticket →

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