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I cancelled my service but an invoice still arrived: what to check

Billing & Payments

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I cancelled my service but an invoice still arrived: what to check

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There is nearly always a simple reason, and seven are common. Before you pay or lose your temper, **open the invoice and see which service it refers to**: that line tells you which of the seven is yours.

The most common reasons

What happened	What to check
The request was never completed	Asking for a cancellation has several steps and the last one is confirming. Look for the e-mail that records the request. If there is none, the request was not made.
You cancelled a different service	Hosting, the domain, the SSL certificate and each extra are separate services. Cancelling one does not cancel the others.
The invoice had already been issued	Renewal invoices go out well ahead of time. If you asked for cancellation after that, the invoice may already exist. An invoice for a cancelled service is normally cancelled when the request is handled; if it is still there, tell us.
You chose "at the end of the period"	The service carries on until the date already paid. That does not create a new charge, but it can explain why the account still shows the service as active.
The domain kept renewing	When you request cancellation of a service that has a domain, the screen asks whether you also want to **cancel the domain renewal**. If you did not tick it, the domain keeps renewing.
You have another service	A second plan, an extra, a domain you had forgotten. Check the list of services.
The request was undone	If you reopened the request or the service was reactivated, billing carries on.

Finding out, step by step

1. Open the invoice in My Interweb. Each line has the name of the service and the period the invoice covers.
2. Go to the list of services and open that service. If the cancellation was received you see a **cancellation requested** notice; the final status is “Cancelled”.
3. If there is no notice, request the cancellation now with the **Request Cancellation** button inside the service. See **how to cancel a service and keep only the domain**.
4. If there is a notice and the invoice is still open, open a support ticket with the invoice number and the date you asked for the cancellation.

Do not ignore the invoice because you cancelled.
If the request was not made after all, an unpaid invoice leads to suspension and, later, to termination of the service. Check first; then decide. What is lost and when is in **what stops working if you do not pay**.

Take your data before cancelling.
Once the service closes, the account is no longer reachable. Files, databases and e-mail should be downloaded while the service is active. See **refunds and cancellations** for what comes back and what does not.

NEED A HAND?

Cancelled and the invoice keeps coming? Send us its number and the date of your request.

Open a support ticket →

SEE ALSO

- How to cancel a service and keep only the domain →
- Refunds and cancellations: what comes back, when, and what does not →
- Why your invoice shows this amount, and the billing calendar →
- How to make a complaint and how we handle it →

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