

KNOWLEDGE BASE · PUBLIC DOCUMENT

# The invoice PDF will not download, opens blank or looks wrong: what to try

Billing & Payments

CODE

RLX-MZ-KB-1318

VERSION

v2026.10.21

COUNTRY · LANGUAGE

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/1318>

# The invoice PDF will not download, opens blank or looks wrong: what to try

 Billing & Payments Created on **October 10, 2026** Updated on **October 21, 2026** 3 min read

Almost always the problem is **the browser or the PDF reader**, not the invoice. The invoice is generated by the system, it is the same one that was e-mailed to you, and opening it badly does not alter it. These attempts, in order, solve the great majority of cases.

## Where to start

- 1 In My Interweb, open the list of invoices and then the invoice. The **Download** button is on the invoice page itself.
- 2 If nothing happens, look at the top of the browser for a **blocked pop-up** or **blocked download** notice. Allow it for the address of My Interweb and click again.
- 3 If it opens blank in the browser, **download the file** instead of viewing it in the tab, and open it with a PDF reader installed on your computer or phone.
- 4 Try **another browser**, or a private window. An extension that blocks ads or scripts can spoil the download.
- 5 If you are on a company network, try another connection (mobile data, for example). Some networks block downloaded files.
- 6 To keep a copy, use the PDF, not the browser's print of the page: printing brings the menu and the screen margins with it.

## ? By symptom

| What you see                            | What usually fixes it                                                                                                                           |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Nothing happens when you click</b>   | Pop-up and download blocking in the browser. Allow them for the address of My Interweb.                                                         |
| <b>A blank page opens</b>               | The browser's PDF viewer failed. Download the file and open it in another reader.                                                               |
| <b>On the phone, "not found"</b>        | The file went to the downloads folder. Look for it there, or open it from the download notification.                                            |
| <b>Swapped letters or missing parts</b> | Usually the reader. Open the same file in a different reader. If it looks the same in both, the problem is the document, and we need to see it. |
| <b>It asks for a password</b>           | An invoice does not carry a password. It may be a file that is not ours: see <b>an invoice from a company you do not know</b> .                 |



### **Do not download "invoices" that arrive as an attachment from an unknown sender.**

Our invoices are always in My Interweb, and that is where you should download them. See **how to tell whether an e-mail really came from us**.



### **Need all of the year for accounting?**

Every one stays in the list; none is deleted. Download them one by one instead of asking for copies, and keep them in a folder with the number in each file name. If the company has to appear on the document, see **how to get an invoice in your company name and tax number**.

If the file still fails after all this, open a ticket with the **invoice number**, the device (computer or phone), the browser and a screenshot of the problem. With that we can see what you saw.

### **NEED A HAND?**

The invoice still will not open? Tell us the number, the browser and the device.

 **Open a support ticket** →

### **SEE ALSO**

**Your invoice: billing details, tax and receipts**



**How to read your invoice line by line, and what each status means**



Where to find your services, domains, invoices and tickets in your account



How to open a support ticket and see the history



interweb

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                                                                             |
| REGISTERED OFFICE            | Bairro 7 de Setembro<br>Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique       |
| CONTACT                      | info@interweb.co.mz · +258 84 635 1111 · +258 86 635 1111 ·<br>www.interweb.co.mz |
| OPENING HOURS                | Monday to Friday - 08 AM to 04 PM<br>Saturday & Sunday - Closed                   |



Online version of this document

RLX-MZ-KB-1318 · v2026.10.21 · Generated on 22/10/2026 05:11