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Generated on 28/10/2026 10:52

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E-mails from your hosting company are not arriving: confirmations, invoices and ticket replies

Support & Account

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-1352	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/1352

E-mails from your hosting company are not arriving: confirmations, invoices and ticket replies

Support & Account Created on **October 10, 2026** Updated on **October 21, 2026** 4 min read



If you are not getting the confirmations, the invoices or the replies to your tickets, in nearly every case **the messages were sent and stopped halfway**: in the junk folder, at a wrong registration address, or in a mailbox that does not work. The trickiest cause is using, as the account e-mail, an address on the **domain you have just bought**: until the domain points at the mailbox, nothing arrives.

The checks, in order

1. **Look in the trash, junk folder and tabs.** Search for part of the subject or the company name. On Gmail, check “Promotions” and “Social” too. If the message is there, mark it “not spam” and add the sender to your contacts.

2. **Check the account e-mail.** In My Interweb, in the profile, look at the registered address: one wrong letter is enough for the messages to go to someone else. To fix it, see **how to change your registration e-mail**.

3. **See whether that address works.** Send it a message from another account. If it bounces, the problem is in the destination mailbox and not with us. If the mailbox is full, see **your mailbox is full**.

4. **Do not use an address on the new domain, or on one that is changing server.** Until the domain and the mail are working, use an address from another service (one you already have) as the account e-mail, and only later, if you want, switch to the one on the domain.

5. **Check the mailbox’s filters and forwards.** An old rule can delete or file away messages from one sender. In webmail and in your mail program, look for rules and hidden folders.

6 **Ask us to resend**, saying which kind of message (the order confirmation, the invoice, the reply to ticket number…) and the address where you want it. We can resend access details once we have confirmed your identity.

Where to find it without waiting for the e-mail

You are looking for…	It is in…
An invoice	In My Interweb, in the invoice list. See **how to pay your invoice**.
The reply to a ticket	In My Interweb, on the ticket, which keeps the whole conversation. See **how to open a ticket and see the history**.
The cPanel access details	In the service, inside My Interweb, where you can also set a new password. See **what to do after you pay**.
A domain confirmation	In the domain list, with the expiry date.

Beware of fake "you did not receive our message" e-mails.
If an e-mail asks you to click a link and "confirm your account" or "pay now", check the sender first. Always get into My Interweb by typing the address, not through a link you were sent. See **how to tell whether an e-mail really came from us**.

If the account e-mail is a mailbox on your own domain,
open webmail to see whether our messages are there, before fiddling with mail programs. If the problem is the mailbox itself and not our messages, see **why your e-mail is not sending or receiving**.

NEED A HAND?

Checked the junk folder and the registered address and a message is still missing? Tell us which one, and the approximate date.

Open a support ticket →

The address our e-mails come from

Invoices, order confirmations and ticket replies are sent from the info@ address on our own domain, the same domain you see in the address of this site. Add it to your contacts, and if a message landed in junk, mark it as not spam:

- **Gmail:** open the message, hover over the sender's name and choose **Add to contacts**. To be sure, in **Settings > See all settings > Filters and Blocked Addresses**, create a filter with that address in **From** and tick **Never send it to Spam**.
- **Outlook on the web: Settings > Mail > Junk email**, add the address under **Safe senders and domains** and save. In the Outlook program: **Junk > Junk E-mail Options > Safe Senders**.
- **Other services:** look for safe senders or an allow list, or simply add the address to your contacts.

SEE ALSO

- How to change your registration e-mail
- How to update your registration details
- How to tell whether an e-mail really came from us
- I have paid. Now what? Five steps until the site opens

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TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.interweb.co.mz
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