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Which countries can buy from us, and which portal to use

Support & Account

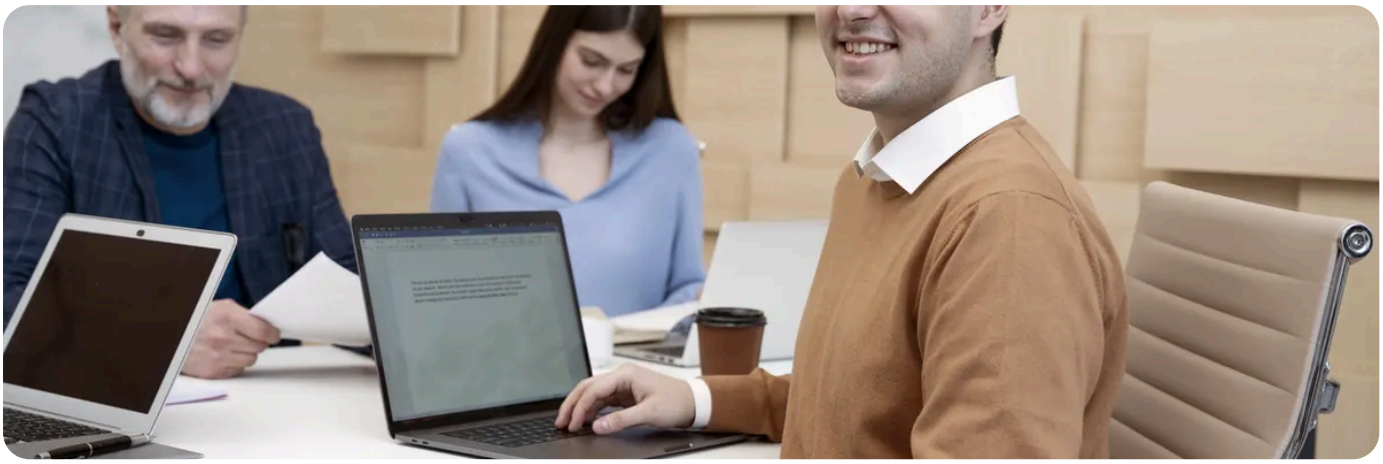
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Which countries can buy from us, and which portal to use

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Short answer: **from any country**. We have no blocked countries, we do not require you to live in Mozambique or Angola, and a customer in Lisbon, Abidjan or Toronto buys exactly as a customer in Maputo does - and we have customers in all three.

What changes with the country is not your right to buy. It is something else: **the invoice currency and which payment methods you get**. And that is decided by which of the group's brands you open the account with.

We are four portals, and it pays to choose well

The RLX group serves the same services through four portals. It is not only the name that differs:

Portal	Who for, and in which currency
meu.mozout.co.mz	Mozambique. Invoices in **meticais**, with M-Pesa, e-Mola, mKesh and SIMO references.
meu.interweb.co.mz	Mozambique, Interweb brand. Also in **meticais**, with the same methods.
meu.interweb.ao	Angola. Invoices in **kwanzas**, with Multicaixa Express and Multicaixa Reference.
my.mozout.com	Every other country. Invoices in **US dollars**, with card, PayPal, cryptocurrency and bank transfer.

Choose the portal for where you *pay*, not where you are.
A Mozambican company whose manager lives in Portugal should use the Mozambique portal: that is where the invoice comes out in the right currency and where the local payment methods exist. Anyone without a bank account in either country is better served by the international portal.

Changing portal later is not the same as changing an account.
Each portal is a separate account, with its own billing and its own history. Moving services from one to another is possible, but it is work and it does not always pay off. It is worth choosing well the first time - if you are unsure, ask before buying.

What genuinely requires the right country

There is one real exception to the «buy from anywhere» rule, and it is domains. Some national extensions require **local presence** - a company registered in the country, or a representative there - and that requirement belongs to the registry, not to us. We cannot waive it.

On international extensions - *.com*, *.net*, *.org* and most others - there is no residency requirement at all. Before paying for a national domain from abroad, check with us whether you meet the requirements: it is a one-minute question that avoids a rejected registration.

The details we ask for, and why

At checkout we ask for your country of residence or of company registration. It is not red tape: it is what determines the taxes that go on the invoice and the tax details printed on it.

1. **Enter the country you are actually in** or where the company is registered. A wrong country produces an invoice that is wrong for tax purposes, and fixing it afterwards is more trouble than getting it right first time.

2. **If you are buying for a company**, put the company name and tax number on the account, not your personal name. That is what appears on the invoice.

3. **If something changes** - you moved country, the company changed name - update the details before the next invoice, not after it.

Paying from outside the account's country

You can. Card, PayPal and cryptocurrency work from anywhere in the world, whichever portal you are on. What needs a local account are the local methods: Mozambican mobile money and Angolan Multicaixa require an account in those countries.

If you are abroad and the method you usually use does not appear at checkout, that is why, and not a fault. The details of each method and of your bank's conversion are in **which currency you pay in** and in **how to pay your invoice**.

Support and hours, from far away

Support runs through the portal and works the same for everyone, wherever you are - there is no separate queue per country. We answer in Portuguese and in English. If you are in a distant time zone, opening a ticket through the **portal** serves you better than waiting for chat: it stays written down and gets answered even if nobody is awake at both ends at once.

If something went wrong, the proper route is in **how to make a complaint and how we handle it**.

NEED A HAND?

Not sure which portal suits your case best?

Ask us before you buy →

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OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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