

FAQs: billing

VAT calculation, payment details and more. Guide on how to better us our billing system. This guide will be mostly used by our subscribers.

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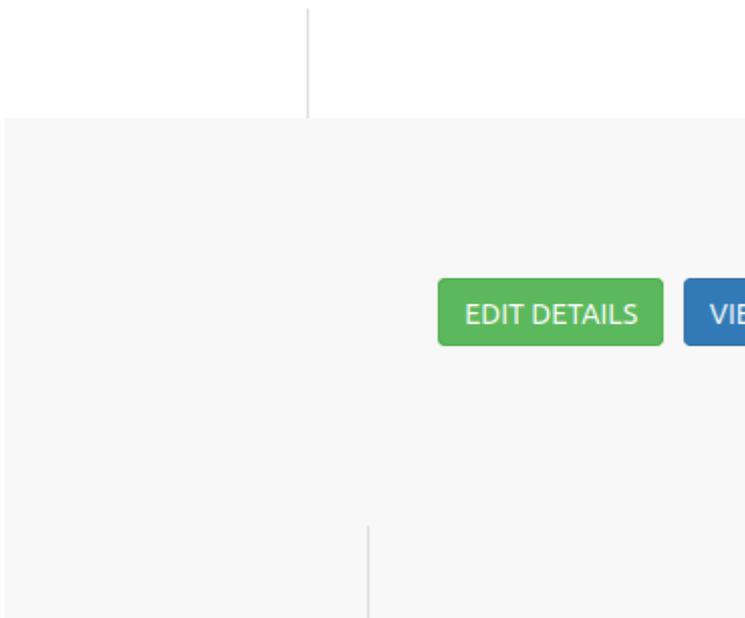
Changing your Subscriber data

Context

When you become a Cloud68.co Subscriber we provide you with your dedicated page on our billing system hosted at billing.cloud68.co. Since there is an obligation for both you and our team to have your Subscriber details updated, here is a quick guide to show how you to update your billing details.

How to edit your billing details

The first time you need to edit your billing details, you need to open a support ticket by sending an email at [support \(at\) cloud68 \(dot\) co](mailto:support@cloud68.co) (full guide here: <https://docs.cloud68.co/books/faqs-tech-support/page/how-can-i-ask-for-tech-support>) and request your unique Subscriber Dashboard URL. Once you receive the URL, you need to click on the 'Edit Details' button on the page and change your billing details there.



Important: you are required to change your billing details the soonest and definitely before your next billing cycle. You are also required to inform us that your billing details have changed if you receive an invoice from our team.

Payment methods

What payment methods do you accept?

We accept payments via credit/debit cards (via Stripe) and bank wire transfer (via Wise.com). We are not accepting Paypal at the moment, but we are planning to do so soon, although we would prefer not to have to use Paypal .

Do you accept cryptocurrencies?

We do not accept payments via cryptocurrencies at the moment due to the laws in Estonia limiting such payment methods to companies that offers services the way we do. Hopefully this will change in the future.

VAT or not

VAT might apply in some cases and not apply in other situations depending on the legal setup of your entity.

EU based

If you are a private individual or business from the EU and do NOT have a valid VAT number, we need to charge VAT according to your physical location. Check [here](#) for the VAT rates based on your location.

Non EU based

In the other cases (you are outside EU, or you have a valid VAT number), we do not apply VAT.

Billing Portal

(more content to be added)

Refunding procedure

Currently, we provide our Subscribers with a 30-days trial to all our instances (Partnerships such as ProtonMail or Deflect are **not** included). If you are happy with the service and decide to proceed with the renewal of the service, you can proceed with a monthly/yearly payment. Otherwise, we proceed with off-boarding and the Subscriber does not make a payment.

There is only one reason where there can be a refund:

- Your invoice data are incorrect: customer's name, amount, currency etc.

In this case, the previous invoice will be deleted, and you will receive a new invoice.

Cancellation of an invoice

The Subscriber (you) need to email office@cloud68.co to request the cancellation of the service.

If you made the payment through a credit card, we can refund the via our payment gateway provider (Stripe). A small fee might be applied due to third party costs of these transactions.

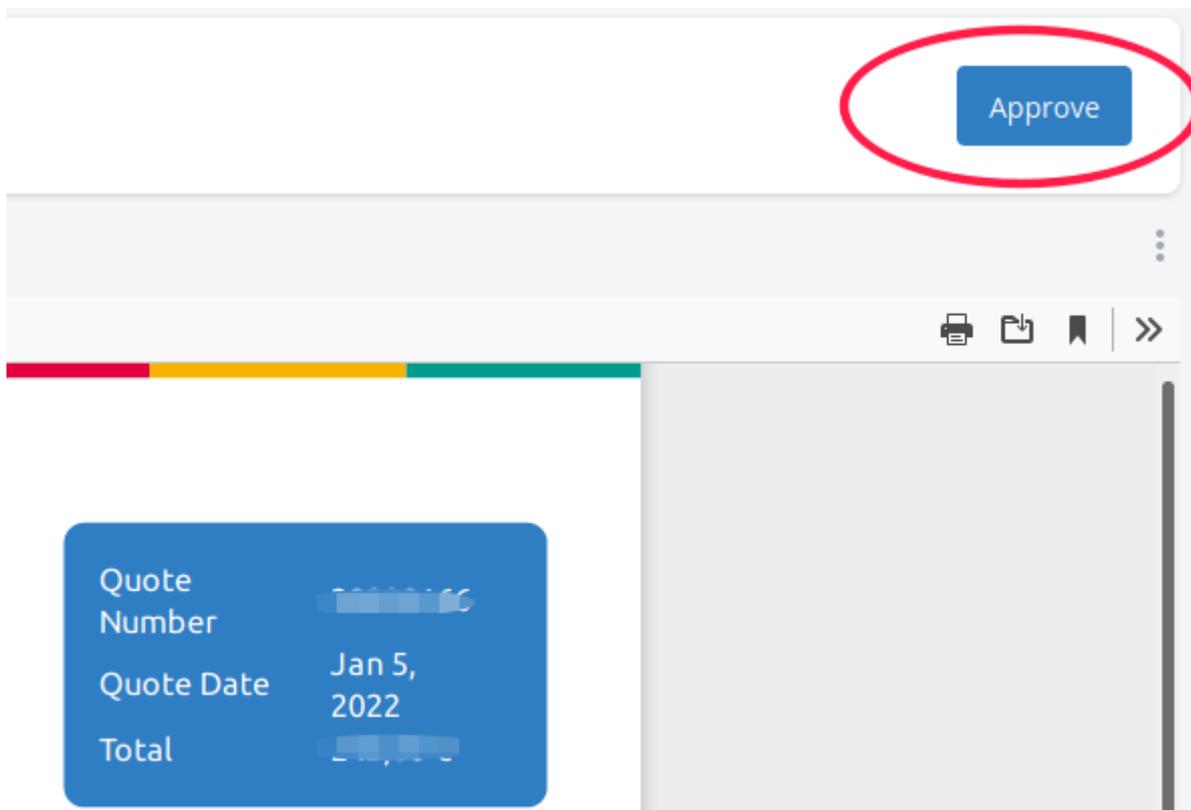
If you made the payment via a bank transfer, we will have to ask the Subscriber for their bank details and sent the transfer 'manually'.

Approving an offer

Before the trial period ends, you will receive a **quote (offer)** asking if you would like to upgrade to a paid subscription or not.

1. If you are happy with the service, and you want to upgrade to a paid subscription.

You will receive an email with a link to your offer. Click on that link, and you'll be able to view your quote. To approve it, click on the "Approve" button on the top-right of the page, and this will automatically convert your quote to an Invoice.



In this new invoice, you will see a "Pay Now" button in the top-right of the invoice, click on that button and then fill in your credit card details to pay the invoice.

2. If you would like to cancel the instance.

In that case, when applicable we send you a backup of the data, and we proceed with the deletion of your instance.