

## **Account Credit Frequently Asked Questions**

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Here are some of the most commonly asked questions regarding our account credit system. **What is account credit?** Account credit can be used to pay for new services and renewals for all services we provide. **How do I use account credit to pay for renewals?** We will automatically renew services using your available credit balance where the primary payment method is credit/debit card. If the renewal cost is greater than your credit balance, the remaining total will be deducted from your designated payment method. It is not possible to apply account credit to an automatic Direct Debit renewal. Your renewal preferences can be changed in the [Renew Services](#) page in your Customer Area. **How much credit can I have in my account?** The maximum amount of credit you can have in your account is £1000 (GBP). **How do I see how much credit is in my account?** You can see your credit balance [here](#). The total is summarised in three parts: **Purchased Credit:** The amount of credit you have paid for. **Granted Credit:** This is credit granted to you by us. **Total Credit Available:** The total credit that can be spent (this will include purchased and granted credit) **How do I pay for account credit?** Account credit can be paid for using a debit/credit card, or using PayPal. **Can I have my credit balance topped up automatically?** Yes, you can turn on automatic top ups. There are two settings that can be adjusted when enabling automatic top-ups: **Top-Up Threshold:** This is the amount of credit your account should reach to trigger an automatic top-up. **Top-Up Amount:** This is the amount that should be added to your account when you meet your Credit Threshold. **How are automatic top-ups paid for?** Automatic top-ups will be charged to your primary credit/debit card. You cannot pay for automatic top-ups by PayPal or Direct Debit. **Will I get an invoice for services paid for using account credit?** Yes, you will receive an invoice for services/renewals paid for using account credit.

You will also receive an invoice when purchasing account credit, including automatic top-ups. **Can I get a refund on a recent top-up that I no longer require?** Please [contact support](#) for assistance.

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