Are my invoices valid VAT invoices and can I get copies online?

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Yes. Each Heart Internet invoice you receive includes our VAT number and is therefore a valid invoice when filing your VAT returns. You can see all your invoices online or download them in PDF format in your Heart Internet Customer Area. Log into your Heart Internet Customer Area Click on ‘Contacts & Billing Details’ Click on ‘View Invoices’ To download multiple invoices Under ‘Download Multiple Invoices’, select the date range you wish to download Click ‘Download Now’ Wait for the .ZIP file to download, then unzip You will now have that range of invoices in PDF files To view a single invoice Scroll down to ‘View Invoices’ Search for the invoice by name, date range, or locate it on the list Click the Paper & Magnifying Glass icon to view the invoice Click the PDF file icon to download a PDF version of the invoice If you cannot find our VAT number on your invoice, please raise a Support Ticket with the Customer Services team. **Please note** - Downloadable invoices are retained for a seven year period in line with UK regulations.

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