

## Billing FAQs - PureVPN

**Have any billing-related questions? Get all the answers to your questions with these billing FAQs.**

### **1 I have been charged twice. What should I do?**

There are two ways to go about it:

- You can have your subscription extended against the extra payment.
- You can submit a refund request and we will update you within 60 minutes.

### **2 How can I get my PureVPN invoice/bill?**

Just login to your Member's Area on our website and view/download your invoices from the invoices tab.

### **3 Can I reactivate my account after cancelling it?**

We fear nothing more than the thought of you browsing the internet without the cover of our security. To reactive your account, just:

- You can have your subscription extended against the extra payment.
- Renew your previous account by talking with our live chat agents.

### **4 What's the refund process for iTunes?**

Since Apple takes care of the refunds for iTunes itself, you can contact them by visiting these links:

iTunes refund: <https://support.apple.com/kb/ht1933>

iTunes cancellation: <https://support.apple.com/kb/HT4098>

### **5 What's the refund process for Playstore**

Since Google takes care of the refunds for Playstore itself, you can contact them by visiting this link:

<https://support.google.com/googleplay/answer/2476088?hl=en>

### **6 Can I upgrade to a new plan even if my account is up-to-date?**

Yes. You can upgrade to a new account even if your account is up-to-date. However, we recommend that you join us on live chat or email us to avoid any discrepancies.

#### **7 How does the money-back guarantee work?**

Just place a refund request from your Member's Area under your current Active subscription OR proceed directly with this link: <https://my.purevpn.com/refundrequest>

#### **8 How do I pay an invoice?**

Just login to your Member's Area and select your desired payment mode under the invoices tab to pay.

#### **9 How do I cancel an unpaid invoice?**

To have an invoice cancelled, just join us on our live chat or send an email to [help@purevpn.com](mailto:help@purevpn.com)

#### **10 How do I add or remove a PayPal billing agreement?**

PayPal billing agreements are managed by your own PayPal account. To add or remove a billing agreement, just follow the steps mentioned below:

- Login to your PayPal account.
- Click Profile at the top of the page.
- Click My Money then click Update beside My preapproved payments to find your payment.
- Select the payment, and then click Cancel.

#### **11 Can I undo a cancellation request and keep the service active?**

Yes. Just contact us via live chat or send an email to [help@purevpn.com](mailto:help@purevpn.com)

#### **12 How do I change my subscription term?**

Contact us via live chat or send an email to [help@purevpn.com](mailto:help@purevpn.com)

#### **13 Can I change my payment method to a different one?**

Contact us via live chat and our agents will help in changing your payment method. You can also send an email at [help@purevpn.com](mailto:help@purevpn.com) and we'll get back to you.

#### **14 Do you have a referral program?**

## PureVPN Support

Solution of Your Problems

<https://support.purevpn.com>

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Yes, we do offer a referral program. Visit this link to proceed.

[https://www.purevpn.com/refer\\_a\\_friend?utm\\_source=livechat&utm\\_medium=chat&utm\\_campaign=rafsupport](https://www.purevpn.com/refer_a_friend?utm_source=livechat&utm_medium=chat&utm_campaign=rafsupport)