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Generated on 15/11/2026 00:36

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Which payment methods are available where you are

Paying Your Invoices

CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-1394	v2026.09.26	International · English

MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/1394

Which payment methods are available where you are

Paying Your Invoices · Created on **September 26, 2026** · 3 min read



The honest answer is that it depends on where you are, and that it changes over time. So we do not write it down here: a list typed into an article goes stale and then starts lying. The live list lives in two places, and it is always right.

Where the right list is

1. **On the payment methods page.** For your account, it shows which methods exist, where each one is paid, how long it takes to confirm, and whether it costs you anything.

2. **At the moment of paying.** Open the invoice in the client area and the list is right there. This is the one that counts, because it is the one the invoice accepts.

You can switch method while the invoice is still unpaid: open it, choose another, and the reference or details update immediately. What you should not do is switch after you have already paid through one of them.

What is the same everywhere

Rule	What it means
The invoice decides	While it is open, nothing has been settled. The service is activated or renewed when the **payment is confirmed**, not when the money leaves your account.
There are two kinds of method	Those that confirm themselves, which release the service in seconds, and those that need a person on our side to check, which take as long as that check takes.
The amount has to be exact	Paying less leaves the invoice open. A bank fee deducted from the amount you sent counts as paying less, and it is one of the most common causes of delay.

Rule	What it means
The payment details live on the invoice	The reference, the bank account or the payment address are on the invoice itself, inside the client area. Always use the ones shown there.
One invoice at a time	Each invoice is settled separately, so that each service renews with the correct date.

Never accept our bank details from anywhere else.
If somebody asks you for a transfer by e-mail, chat, phone or social media, it is not coming from us. The real details sit inside your account, behind your password, and they do not travel.

I paid and the invoice is still open

1. **Wait a minute and refresh the page.** Automatic methods take seconds, not hours.
2. **Check you paid the right invoice**, and the exact amount it asks for. Two open invoices with similar totals are easy to confuse.
3. **If the method needs our check**, make sure you sent the proof through the route the invoice itself points to, and not by e-mail or chat.
4. **If the money has gone and nothing changed**, open a ticket with the proof of payment or the transaction code. We trace it and settle the invoice.

Do not pay a second time.
A second payment does not speed up the first one, and it creates work to undo on both sides. Send the proof and wait.

A proof of payment that is accepted first time

When the method you chose needs checking, the proof of payment is what connects your money to your invoice. Banks do not tell us who paid, so the proof is not paperwork for its own sake: it is the only link there is.

It has to show clearly **the date, the amount, and the destination account or reference**. A legible photograph works, and so does the PDF your bank or app produces. Always state the invoice number; if you paid several at once, list them all.

If the invoice goes unpaid

After **7 days** the service is suspended: it stops answering, but the files, the mailboxes and the databases are untouched. After **15 days** the service is terminated, and from that point recovery is no longer simply a matter of paying.

A suspended service comes back **on its own**, within minutes, when you pay through a method that confirms immediately. No ticket, and nobody to ask.

RECOMMENDED

See which methods your account has, and how long each one takes to confirm.

See payment methods →

SEE ALSO

- **Payment methods** →
- **Pricing** →
- **Request a quote** →
- **Support Policy** →

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