Generated on 15/11/2026 00:40

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Can I change the currency of my account, and what changes if I do

Paying Your Invoices

CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-3978	v2026.10.10	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/3978

Can I change the currency of my account, and what changes if I do

Paying Your Invoices Created on **October 10, 2026** 2 min read



An account always bills in a single currency, and on this brand invoices come out in **USD**. The currency can be changed, but **it is not an option on your side**, because it affects invoices already issued and renewals already scheduled. Ask us, and we explain what changes before touching anything. In most cases what you are trying to solve has a simpler answer.

Why you want to change

The reason	Simpler answer
The bank charges a different amount from the invoice	The difference is the bank's or the processor's conversion, not the invoice. See **which currency you pay in, and why your bank charged something else**.
You are in another country and your usual method does not appear	Methods depend on the account and the country. See **which payment methods are available where you are**.
You see the page prices in another currency	Prices in another currency are only a reference. The invoice always comes out in the account's currency.
Your company needs invoices in another currency	This is the case where it is worth talking to us. Give the reason and say what accounting requires.
You moved country and want the new country's account	See **which countries can buy from us, and which portal to use**.

How to ask, step by step

1. **Check the account's currency** at the top of an invoice and on earlier ones.

2 **List what is in progress:** unpaid invoices, services with a renewal scheduled, saved payment methods.

3 **Write to us** saying which currency you want and **why**. The reason decides whether there is a simpler answer. See **what to write in a support ticket for a site, e-mail, domain or invoice problem**.

4 **Wait for our answer before you pay** a new invoice or renew. Paying mid-change can leave one invoice in one currency and the next in another.

5 **After the change,** check the first new invoice and the saved payment methods.

Changing currency is not just swapping a label.
Future renewal amounts come from the account's currency, and invoices already out were issued in the old one. That is why we explain first what changes, and in most cases it is not worth it.

If the problem is paying from abroad
, cards and other methods that work from anywhere solve it without changing anything: see **how to pay your invoice**. The live list of methods is on **payment methods**.

NEED A HAND?

Do you really need another currency? Tell us which and why, and we explain what changes before we do anything.

Open a support ticket →

SEE ALSO

- **Which currency you pay in, and why your bank charged something else** →
- **Which payment methods are available where you are** →
- **Which countries can buy from us, and which portal to use** →
- **Why your invoice shows this amount, and the billing calendar** →

Mozout

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