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My invoice was cancelled: what happens to my order, and how to get the service

Billing & Payments

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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/7080

My invoice was cancelled: what happens to my order, and how to get the service

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The short answer: an invoice that is not paid is cancelled by the system **15 days after its due date**. When that happens, **every order on that invoice is cancelled with it**, and the service you ordered is never set up. A cancelled invoice can no longer be paid: **to get the service, place a new order**.

What happens, step by step

1. **You place the order.** An unpaid invoice is created, and the service shows as “Pending” in My MozOut until it is paid.
2. **The invoice passes its due date unpaid.** You get payment reminders by e-mail, and the order keeps waiting.
3. **Fifteen days after the due date, the invoice is cancelled.** With it, the system cancels **every** order on that invoice, including when one invoice covers several orders.
4. **You get one e-mail for each cancellation:** one for the invoice and one for each order, **sent once**.

What stays and what does not

What	After the invoice is cancelled
The invoice	Stays in My MozOut with the status “Cancelled”. It can no longer be paid.
The order	Shows as “Cancelled”. The service was never set up, so there is nothing to switch off.
A domain that was in the order	Was not registered. The name is not held for you: if someone else registers it in the meantime, it is no longer available.

What	After the invoice is cancelled
Your account	Stays active, with your other services and invoices as they were.

How to get the service

1. **Place a new order** for the same plan, or a different one, on the website or in My MozOut.
2. **Pay the new invoice by its due date.** The payment methods are in **how to pay your invoice**.
3. **Once the payment is confirmed, the service starts.** What happens next is in **after you order**.

Paid before the invoice was cancelled, and it was cancelled anyway?
This can happen with a bank transfer whose proof of payment had not been confirmed yet. Do not pay again: open a support ticket in My MozOut with the proof of payment and the invoice number, and we will sort it out.

Was the invoice for a renewal rather than a new order?
Then the service already existed and the route is different: see **how to reactivate a suspended or terminated plan**.

NEED A HAND?

Have a cancelled invoice and not sure what to do, or paid and it was cancelled anyway? Talk to us.

Open a support ticket →

SEE ALSO

- After you order: what happens next, and when to worry →
- How to pay your invoice →
- How to read your invoice line by line, and what each status means →
- Payment reminders: what to expect, and why one arrived after you paid →

Invoice paid but the service is still suspended or pending: what to check →

How to reactivate a suspended or terminated plan →

MozOut International

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