

Doteasy KB

What are Doteasy In-Store Credits?

In-store credits are credits that are put on your account that you can use for future purchases with Doteasy. These credits are of no cash value and are non-refundable.

When you cancel your hosting plan before it expires or downgrade to a cheaper plan, the remainder of the service will be issued to your account as an in-store credit.

How it works:

When you proceed with a domain renewal or hosting service upgrade for your account, you will be asked to confirm the payment credit card. However, before any charges are processed to your credit card, our system will check for any in-store credits on the account. Your payment amount will be deducted from the in-store credits first and any outstanding balance will be processed to your credit card. This process is automatic so you are not required to submit any special credit code.

You can see how much in-store credit you have by logging into Member Zone, and then scrolling down to the "Account & Billing Profile" section. If you're logging into your Master Account, you will need to click the domain that you're trying to view first before you can see the "Account & Billing Profile" section.

In-store credits cannot be transferred between accounts and cannot be redeemed for cash. Do not hesitate to contact us if you have any questions regarding the in-store credits on your account.

<https://kb.doteasy.com/questions/176/>