

Payments By Wire Transfer

We accept wire transfer payments. To help answer your questions on wire transfers, here are some FAQs.

Who is Paddle and why am I buying from them?

We partner with Paddle to handle our software payments and billing. Paddle serves the checkout on our website through which you place an order. Amongst other payment methods, Paddle handles wire transfers on our behalf. Wire transfers are popular with business customers and buyers in certain countries where card payments are less prominent.

How long does it takes to process a wire transfer payment?

Paddle processes wire transfer payments each morning (GMT). A transfer should go through within 2-3 working days. Reasons why a payment may be delayed include the timing of when the transfer was made relative to when Paddle processes that payment, bank-to-bank payments or if there were errors in the wire transfer when it was submitted.

If you entered the wrong details in the checkout or selected the wrong product/subscription/quantity.

We recommend you disregard your original Paddle checkout entirely and complete a new checkout for the correct product/plan/quantity instead. Please ensure you send the payment with the reference id provided by the new checkout.

If you sent payment without a reference id or with an incorrect reference id:

Please provide a payment receipt and/or confirm your full name (or company name if a B2B purchase), date of payment, payment amount and currency and name of payer bank, and send these details to Paddle so that they can attempt to reconcile.

If you sent the incorrect value:

If you sent the wrong amount, Paddle may be in touch to request the shortfall from you or refund any overpayment.

My bank account is in a different currency to the product listed. How much should I pay in my wire transfer?

When you make the wire transfer, you can select how much the recipient should receive in a given currency. Simply make sure that this value matches your checkout amount.

I inadvertently chose the bank transfer option. Can I ignore/cancel this invoice and order a new licence to pay with credit card?

Yes, you can simply create a new checkout and use your preferred payment method.

Who do you contact if there are issues?

To contact Paddle's buyer support team directly, please email help@paddle.com.