

Billing FAQ

We've put together this guide to answer all of your questions about billing and invoices. If you still have questions, feel free to contact us at ec.partneraccount@lightspeedhq.com.

Jump to a question:

[How do my customers get billed?](#)

[What am I being charged for each month?](#)

[How can I see what I was charged for?](#)

[When are plans billed and renewed?](#)

[I changed a plan in the middle of my billing period. How does that affect my bill?](#)

[What happens if I need to close a store?](#)

[What happens if my bill isn't paid?](#)

[Can I change the payment method for my monthly bill?](#)

How do my customers get billed?

Ecwid does not provide a billing system, so you can bill your customers however you'd like.

While we will charge you for each store you create at your flat discounted partner rate, you can charge your customers any amount in any currency. The difference between what we charge you and what you charge your customers is yours to keep.

Note, we will charge you in \$USD, so set your prices for customers accordingly.

What am I being charged for each month?

Each month, we'll automatically calculate the number of active stores on your account and charge them to the card you have on file. You will be charged for any active monthly paid plans, as well as any annual paid plans that were created or renewed that month.

The charge for each plan is based on your partnership level:

	VENTURE		BUSINESS		UNLIMITED	
	<i>monthly</i>	<i>annual</i>	<i>monthly</i>	<i>annual</i>	<i>monthly</i>	<i>annual</i>
Silver Price	\$11.00	\$110	\$25.75	\$257.50	\$72.75	\$727.50
Gold Price	\$8.75	\$87.50	\$20.25	\$202.50	\$57.25	\$572.50

How can I see what I was charged for?

Each month after your automatic charge, you'll receive your invoice along with a billing report. The billing report is a CSV file that is automatically generated each month to calculate that month's store subscriptions. [Download an example billing report here.](#)

The billing report contains a list of the following:

- Active stores on a monthly paid plan
- Active stores on an annual paid plan which renewed during that month
- New store subscriptions created that month
- Store subscription upgrades (if a store upgraded to a more expensive plan, the upgraded rate is prorated for that month)

Note, you may have additional store subscriptions or changes in your account that will not appear on your billing report:

- Stores on the Free Demo plan
- Store subscription downgrades

When are plans billed and renewed?

Plans are either billed at either a monthly or annual frequency, which you will select when creating a new store. It is cheaper to pay for an annual plan than to pay for a monthly plan for a year, though annual plans require an upfront payment.

When you create a new store on a monthly plan, you will be charged every month that the plan is active. The plan will renew each month on the same date of creation.

When you add a new annual paid plan, you will be billed for the full year upfront. The charge will be included on that month's payment. The plan will renew each year on the same date of creation.

You can see the renewal date for each of your stores in your Reseller Dashboard. The "Last renewed" column shows plans that have already been renewed that month, while the "Next payment date" column shows plans that will renew later.

I changed a plan in the middle of my billing period. How does that affect my bill?

Below is a table outlining how your bill is affected by a change, depending on the new plan level and whether it is monthly or annual.

Billing can be affected by:

- New subscription start date (when it will be applied to your billing report)
- Proration (applied when possible for unused days of a plan)

Plan Billing	Plan was upgraded	Plan did not change	Plan was downgraded
Monthly → Annual	Start Date: immediately Prorated: yes	Start Date: the next renewal date for the current monthly plan Prorated: no	Start Date: the next renewal date for the current monthly plan Prorated: no
Monthly → Monthly or Annual → Annual	Start Date: immediately Prorated: yes	N/A	Start Date: the next renewal date for the current monthly or annual plan Prorated: no
Annual → Monthly	Start Date: immediately Prorated: no, the existing annual plan is canceled without refund	Start Date: the next renewal date of the current annual plan Prorated: no	Start Date: the next renewal date of the current annual plan Prorated: no

Note, subscriptions are added to your billing report as soon as they are created or changed, so it is important to select the correct plan subscription when setting up a new store. (We'll show you the final price before you create a store to help make sure.)

If you created or changed a subscription by mistake, email us as soon as possible so we can make sure you are charged correctly.

What happens if I need to close a store?

If you need to close a store, make sure to suspend its plan in your Reseller Dashboard. This will stop any future renewals and charges. However, if the store is suspended after its renewal date that month, it will still be included in that month's billing report. To avoid this, make sure to suspend a store before the current month's renewal date (reminder, you can see each store's renewal date in your Reseller Dashboard).

Note, suspending a store affects the storefront only. Your client will still be able to log into their Control Panel and access their products and past orders, but they will not be able to enable the storefront or accept new orders. If you need to remove their access entirely, you should change the email address used for that store's registration.

What happens if my bill isn't paid?

Our billing system automatically charges all partners on the 7th day of each month (or the next business day if the 7th falls on a weekend). If the payment cannot go through for whatever reason, we will send you an email notification with a link to submit that month's payment manually. We will send a second reminder one week later if we still have not received payment.

According to our Reseller Partnership Agreement, we have the right to charge a late payment fee and restrict access to your Dashboard if your bill is not paid by the 15th of the month.

If we still have not received payment by the end of the month, we will suspend your Reseller Dashboard and all active paid stores that are unpaid (this may exclude annual plans which have been paid upfront). Access will be restored as soon as payment is received.

Can I change the payment method for my monthly bill?

If you need to change your payment method, please contact your account manager.

Note, if you manually paid your bill with a different card, it will be marked as the new default payment method on your account.