

Payment & Billing

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How is the billing of SigningHub done?

The SigningHub billing is done by using the secure WorldPay channel. [Click here](#) for details if you are using SigningHub v7, or [click here](#) if you are using any older version of SigningHub.

Where can I see my billing details?

[Click here](#) for details if you are using SigningHub v7, or [click here](#) if you are using any older version of SigningHub.

How can I cancel my paid subscription?

You can cancel your subscription any time. [Click here](#) for details if you are using SigningHub v7, or [click here](#) if you are using any older version of SigningHub.

Does SigningHub store credit/ debit card number?

No, SigningHub does not save your card details at all. The credit card information is processed at the secure payment gateway i.e. Worldpay. See [Worldpay payment gateway details](#).

What should I do if my credit card is about to expire?

In this case, you need to update your new credit card number, where you have entered it previously, i.e. billing page of WorldPay. However, SigningHub would maintain failure logs against the unsuccessful payments accordingly.

What is meant by 'Expiry Date' in the SigningHub Billing page?

The "Expiry Date" refers to the date of next payment for the subscribed commercial service plan. For any reason, if a customer fails to make their payment on the expiry date, SigningHub would wait till the (configurable) grace period. However, if even after this extension, a customer couldn't make the payment then his service plan will be downgraded to default free service plan.

Please note there can be number of reasons why payment is not done i.e. you have cancelled your agreement with us, your credit card has expired, you do not have enough credit in your credit card, etc.