

Renewals, overdue invoices and suspension

How renewals work

Your service renews automatically at the end of each billing cycle, unless you've [cancelled](#) it.

1. **On your due date**, we create a renewal invoice.
2. If your **account credit** covers the whole amount, it's paid automatically. Otherwise, if you've set up **automatic payments**, your saved card is charged. See [Paying invoices](#).
3. Otherwise, pay it yourself from **Invoices**.

Paying extends your service by one billing cycle **from the due date**, so paying late doesn't shorten your next period, and paying early doesn't lose you any time.

Renew early (Renew Now)

Going on holiday, or just want it sorted? Click **Renew Now** on the service page. You'll be asked *"Renew now for \$X? Once the invoice is paid, the service will run until ..."*. Pay the invoice and your due date moves forward by one billing cycle.

- There's no discount for renewing early, but you don't lose any time either.
- You can renew several periods ahead by renewing again after paying.
- Not available while a cancellation is pending.

If you don't pay

When	What happens
Due date	Renewal invoice created
7 days after the due date	Server suspended . It's stopped and you can't start it, but all your data is kept .

When	What happens
30, 7 and 1 days before deletion	We email you a warning: "Action required: ... will be cancelled on ..."
100 days after the due date	Service cancelled and the server and all its data permanently deleted

Deletion can't be undone. If you want to keep your world but not pay for a while, [download a backup](#) first.

Getting a suspended server back

Pay the overdue invoice (from **Invoices**, or the banner on the service page). The server is unsuspended automatically. Then start it from the game panel.

Can't pay right now?

[Open a ticket](#) in the **Sales** department **before** your server is suspended, and we'll see what we can do.

Revision #3

Created 2026-10-23 16:42:34 UTC by Brandon F

Updated 2026-10-23 16:43:48 UTC by Brandon F