

Billing Panel

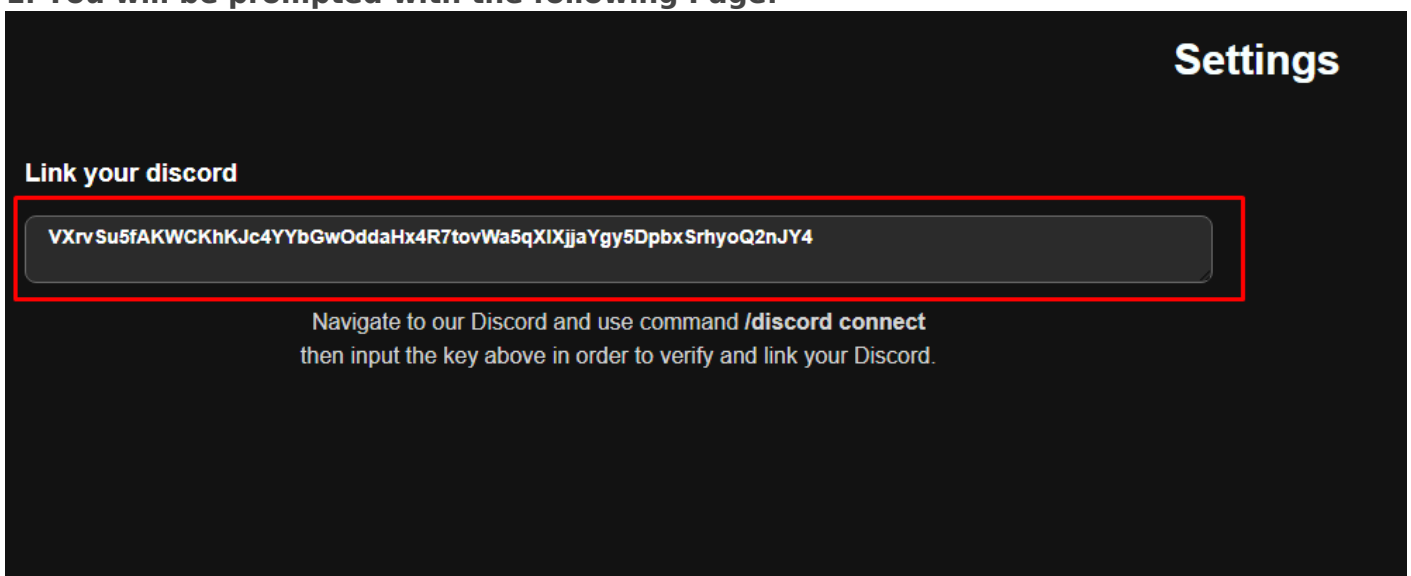
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How to link your Discord and Billing account

Linking up your Discord account to your Billing account grants you access to our Discord support service and allows our staff to quickly find the servers you have access to.

To link your discord. Navigate to our Billing Panel [here](#).

1. You will be prompted with the following Page:



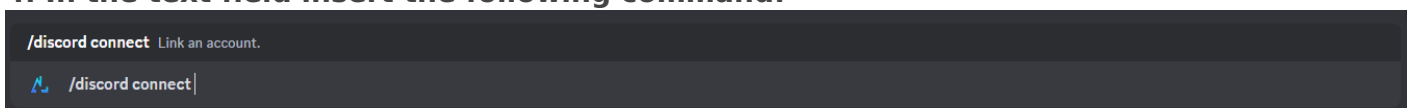
The code marked in red area will be different for you.

Copy it.

2. Join our Discord [here](#).

3. Click on [bot-commands](#) channel.

4. In the text field insert the following command:



5. Insert the Key from Step 1:

LINK KEY *


6. Confirm the form with the Key included.

You are done!

Now you successfully linked your Discord account to your Billing account and as a result you should be seeing something similar to this.

Settings

Discord Linked!



deadlykill
#0000

Your Discord account is successfully linked to Alien Host.
If you want to unlink it, please navigate to our Discord and use command `/discord disconnect` or [click here](#).

How to cancel a service?

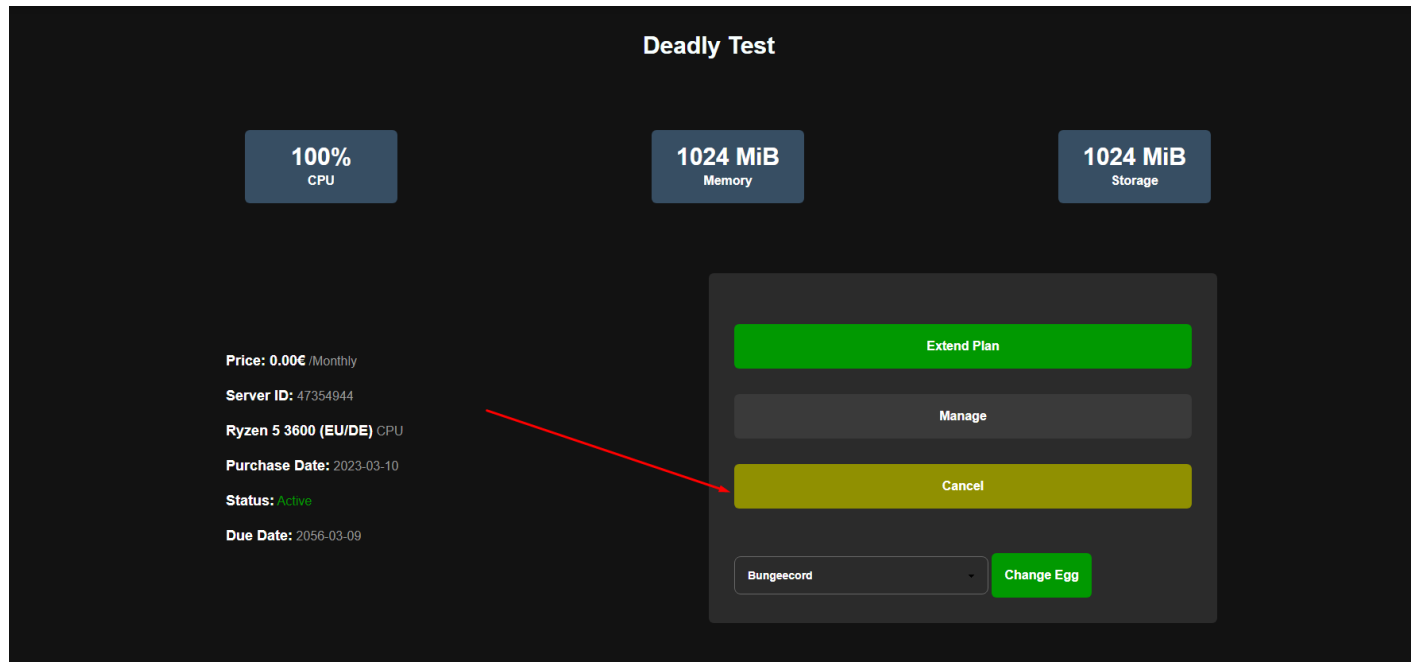
Cancelling a Service can be incredibly easy. Navigate to your [Billing Panel](#).

You will be prompted with a similar screen to this:



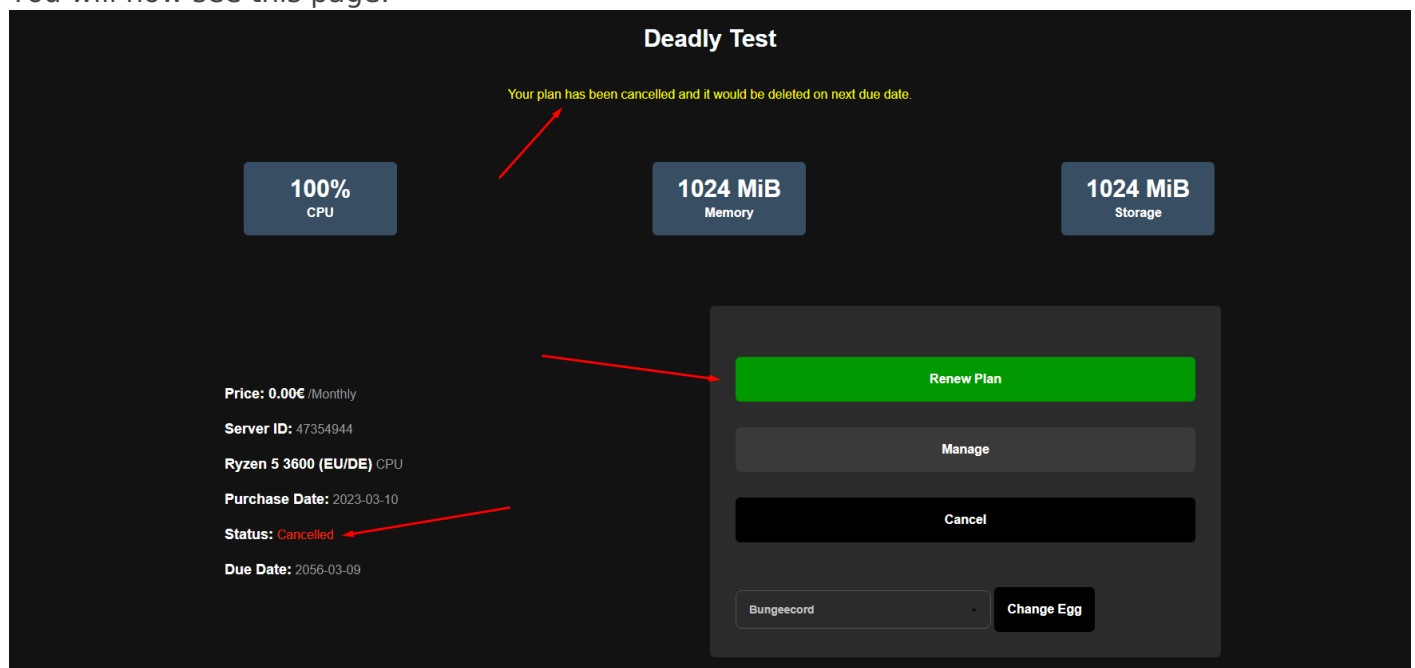
Click on the Server name, In our case, **Deadly Test**.

You will be now see screen like this:



Click the **Cancel** button.

You will now see this page:



A message saying: **Your plan has been cancelled, and it would be deleted on next due date.**

Your **Extend Plan** button will not be changed to **Renew Plan**.

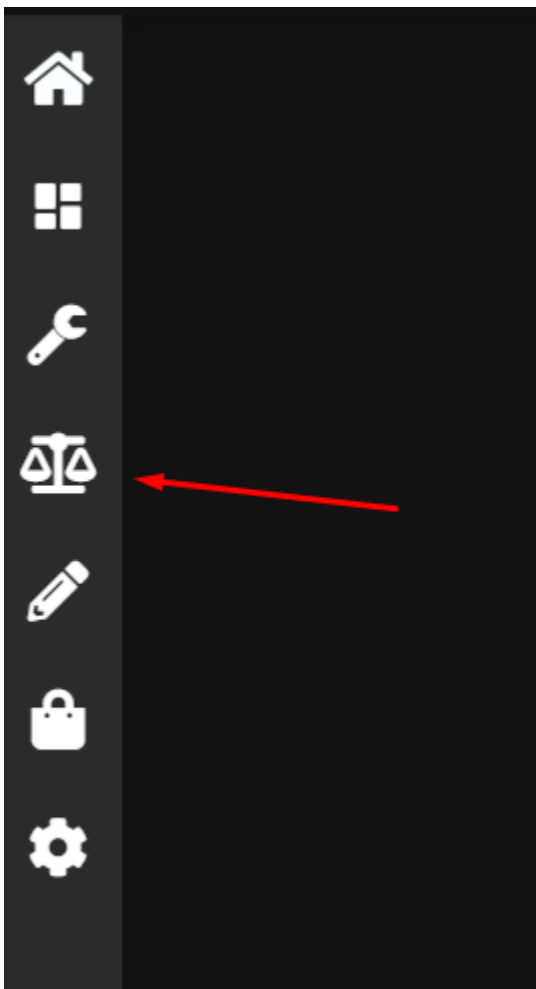
And your status will now be: **Cancelled**

You successfully cancelled your server at Alien Host!

How to add balance to my account?

Adding balance to your account is one of the ways for our clients to purchase a server, but it is required for the extension of your server plan, in order to top up your account follow the steps:

1. Navigate you our **Billing Panel**
2. Click on the side on the scale



3. You will be prompted with the following screen:

Balance

Please input the amount in EUR you want to add to your balance.

Choose Amount

5,00



I confirm that I have read and agree to the [Privacy Policy](#) and [Terms of Service](#).

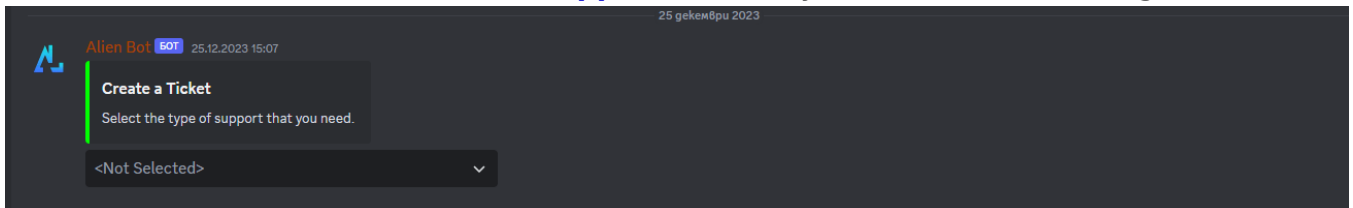
Add Balance

4. Insert the required amount you want to top up, read our **Privacy Policy** and **Terms of Service** and click the button **Add Balance**
5. You will be redirected to our Payment Provider **Stripe**
6. Once you finish your payment, you will be redirected automatically to our **Billing Panel**, where your balance will already be present in your wallet.

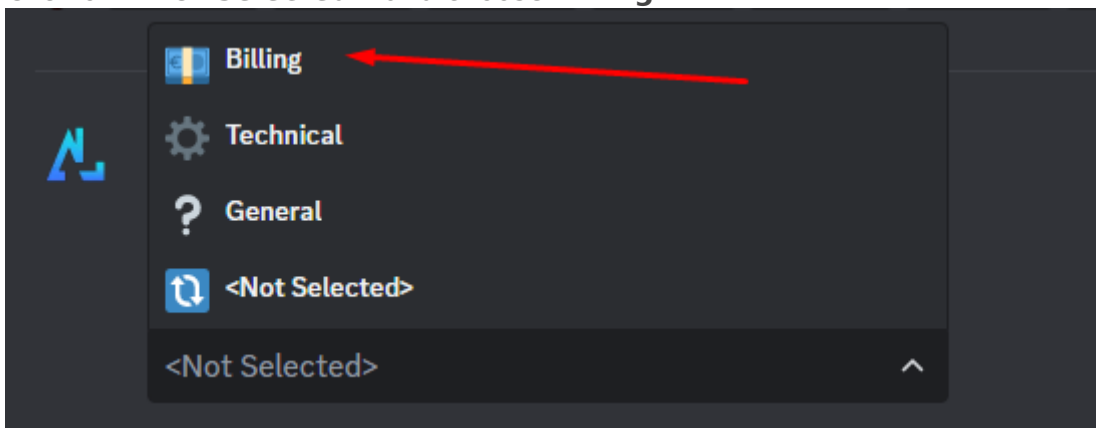
Requesting a refund

In order to request a refund for a server, you have purchased in the last 72 hours can be done in the following way.

1. Make sure your **Discord account** is **linked**
2. Go to Discord and click on **alienhost-support** channel, you will see the following:



3. Click on **<Not Selected>** and choose **Billing**:



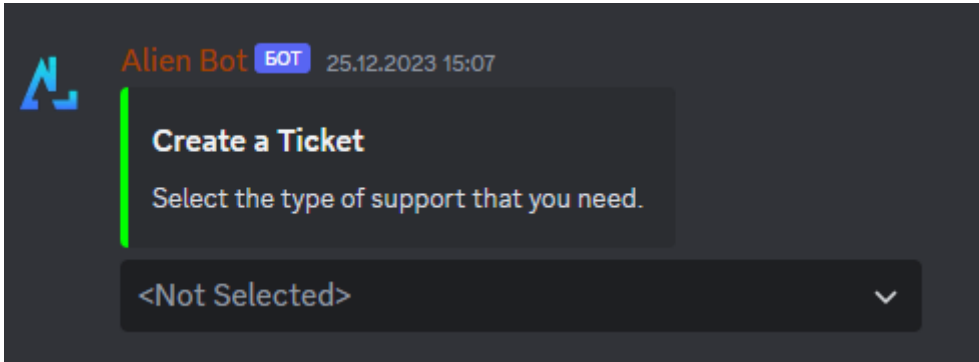
4. A new ticket will be created, and you will be pinged in it, please provide the Name of your server which you want to be refunded, and our staff members will initiate the refund for you as quick as possible.

Your server must be purchased within 72 hours and you may only request a refund once per week to prevent refund abusing. Shall you be caught abusing this, you will be permanently blocked from using our services.

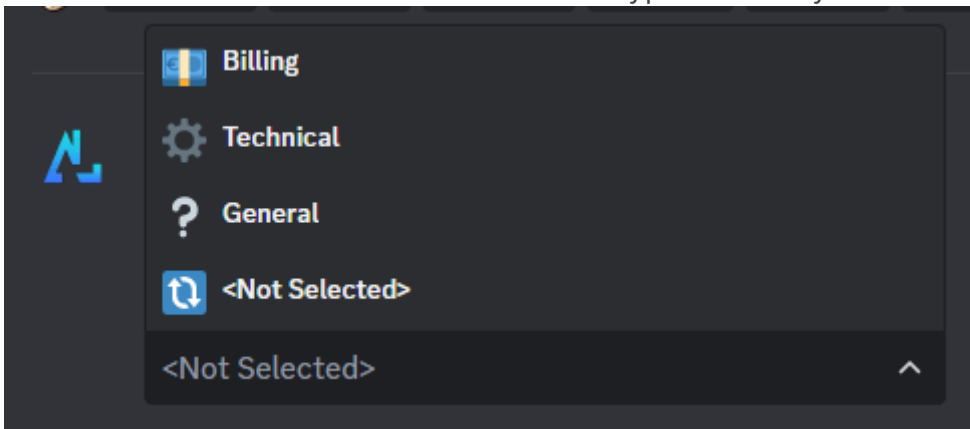
Creating a support ticket

In order to create a support ticket at our Discord please follow the instructions below.

1. Make sure your **Discord account** is **linked**
2. Go to Discord and click on **alienhost-support** channel, you will see the following:



3. Click on **<Not Selected>** and choose the type of ticket you want to create:



- **Billing:** for matters related to your plan, refunds or pricing questions.
 - **Technical:** for matters related to your server, like hardware or issues with your server on the panel.
 - **General:** for any other matters.
4. Once you select a topic, you will be automatically pinged in your ticket. Please briefly describe the question you have and our staff will be as quick as possible with you.

What will happen if I forget to pay my server?

AlienHost

Once your server is deleted, this action is irreversible, all of the files related to this server will be permanently deleted from our Servers and you will no longer be able to retrieve them back.