

# I paid the proforma invoice, but the service was not extended. What to do?

We can send a separate proforma invoice for hosting and domain maintenance. Please make sure that you have paid all claimants. If the automatic renewal of the domain is switched off, no proforma invoice is prepared and the domain expires, **in which case you must order its renewal.**

If they are all in order, please send the transfer receipt, which contains the transaction ID (do not send a screenshot), so that we can check it with our bank.

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