

Premium Account

Posted by Troop101 - 24 Sep 2015 01:21

I thought I renewed my Premium account this past Sunday but got an e-mail today (Wed)stating that my Premium account had been cancelled. I like to do my bit to support EVE Radio and I like the Premium rewind option 😊

Can someone look into my account. I am sure I failed to do something on my end. 😊

Thanks,

Troop101

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Re: Premium Account

Posted by MrBlades - 24 Sep 2015 08:27

Usually it's a case of the automatic renewal failing or a manual cancellation via the account interface or via PayPal directly. In the former case this only usually happens when the PayPal account in question lacks sufficient funds to complete the transaction or there's an issue between your PayPal account and your CC / bank.

Either way, if you log back into your account via the Premium Supporter menu you should be able to renew it at the click of a button.

Let me know if you're still having problems later.

Thanks for the support!

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Re: Premium Account

Posted by Troop101 - 25 Sep 2015 02:53

Thank you Mr. Blades!

Got my Premium account. However, it looks like my CC got charged twice. No worries though, please use one of the "charges" as a donation for this month. 😊

Thanks again for the help.

Troop101

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