

Your request (95250714) has been updated. To add additional comments, reply to this email.

James C (Plesk)

Apr 21, 2024, 21:19 CDT

Hello,

Thank you for contacting Plesk Customer Success Team!

Upon checking, the payment for order 458101304 for Plesk License Plesk Web Admin Edition for VPS was not successful on April 17, 2024.

The the email regarding the failed payment was sent to the email on file bounced unfortunately h*.s*****t@gmail.com. May I confirm if you have any access to this email?.

On the other hand, all orders at Plesk.com are being processed by cleverbridge. Thus, all billing questions should be addressed to them directly. You can reach them at <https://support.cleverbridge.com/hc/en-us> > Send email.

Let us know if you have any questions, we will be glad to assist.

James C

Customer Service Representative

Plesk

[MDE5N6-JPEL1]