

FAQs

Payments by wire transfer: key things to know

We accept payments by wire transfer. Here are some frequently asked questions to help you.

Who is Paddle and why am I buying from them?

We partner with Paddle to handle software payments and billing. Paddle serves the checkout on our website through which you place an order. Amongst other payment methods, Paddle handles wire transfers on our behalf. Wire transfers are popular with business customers and buyers in certain countries where card payments are less prominent.

How long does it take to process a wire transfer payment?

Paddle processes wire transfer payments each morning (GMT). Once you have made a transfer, it should be received within 2-3 working days. Sometimes, payments can be delayed because of timings between initiating the transfer and Paddle processing that payment, bank-to-bank payment delays, or errors in the wire transfer when it was submitted.

If you entered the wrong details in the checkout or selected the wrong product/subscription/quantity

You can disregard your original Paddle purchase entirely and complete the checkout for the correct product/plan/quantity instead. Please ensure you send the payment using the new reference ID provided.

If you sent payment without a reference ID or with an incorrect reference ID:

Please provide a payment receipt and/or confirm your full name (or company name if sent from a business bank account), date of payment, payment amount with currency and name of payer bank, and send these details to help@paddle.com so that it can attempt to reconcile your payment.

If you sent the incorrect value:

If you sent the wrong amount, Paddle may be in touch to request the shortfall from you or refund any overpayment.

My bank account is in a different currency to the product listed. How much should I pay in my wire transfer?

When you make the wire transfer, you can select how much the recipient should receive in a given currency. Simply make sure that this value matches the amount stated in your purchase.

I accidentally chose the bank transfer option. Can I ignore/cancel this invoice and order again to pay with a credit card?

Yes, you can simply create a new purchase and use your preferred payment method instead.

Who do you contact if there are issues?

To contact Paddle's buyer support team directly, please email help@paddle.com.

FAQs

Business wire transfers

Would Paddle fill out our company supplier form?

Yes: as the Merchant of Record, Paddle should be listed as the supplier in your procurement process. Please send any supplier form to be completed to sellers@paddle.com and Paddle will return the completed form.

What is the tax status of Paddle in the USA and can Paddle provide a W9?

Paddle is a UK-registered business without tax residency in the USA. As such, Paddle does not hold a W9 form and instead holds a W-8BEN-E form to indicate its US-tax status. The form can be found [here](#).

Can Paddle provide a tax invoice?

Paddle will provide a tax invoice along with the bank details and reference number required to send the wire transfer.

Who do we send our purchase order to?

Paddle does not require you to send a purchase order in order to issue you an invoice. However, we appreciate that you may require a PO number to be referenced in your invoice. In this case, please send your PO to sellers@paddle.com to request this.

Does Paddle set the payment terms?

Payment terms are determined by us, not Paddle.