

Closed

KD-00149



Double Charge

Billing / Subscription ⌚ 18 days ago

FM Hi! I was charged \$99.00 on 5-13-26 and again on 5-20-26. I understood the first month was only \$99.00. Please help me correct this.

You • May 28, 4:56 PM

Hi Fabiola,

Thank you for reaching out. I can understand how the two \$99 charges may have been confusing.

The first \$99 charge on 5/13 was for the initial 7-day trial period. The trial is designed to give new members a chance to try the dashboard and tools at a lower upfront cost before committing to a full membership.

If the trial is not canceled during that first 7-day period, it automatically renews for an additional \$99 for the remainder of the first month. After that, the membership transitions to the regular \$175/month plan unless canceled.

I have attached a screenshot of the offer and billing

This ticket has been closed. If you need further assistance, please create a new support request.

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