Payment & Billing Issues

Account Help · https://www.fitnessacademy.com/help-center/payment-billing-issues/

Missed payments: The system automatically retries failed payments for 7 days. After that, your subscription cancels automatically. To reactivate, go to Manage Subscription → My Purchases → Resubscribe.

Payment method problems:

- Go to Manage Subscription (Flagship) → Profile → Billing → Payment Methods
- You cannot delete your only payment method while subscription is active
- Add a new payment method before removing the old one

Invoice and billing details:

- Download invoices: Billing → Billing History
- Add tax/VAT information: Payment Information section
- Update billing address for proper tax invoices

Browser issues: Use Chrome or Safari for the best experience with the subscription portal. Clear your cache if pages won't load properly.

Refunds and billing disputes: Contact support at hello@fitnessacademy.com with your account email and details about the billing issue.

On a Legacy (web-only) subscription? See Legacy Subscription.