Billing Policy, how to update your information and make a payment on your account %

This article applies to:

[Max Classic](#)

> Our **Billing Policy** can be found [here](#).

View your transactions, print statements, update your credit card, billing address, or make a payment on your account.

You can contact our Accounts Receivable department by calling 1-866-800-0004 opt. 3 between 8am and 5pm MST, Monday - Friday.

To view your current subscription details, click the **View subscription details** button
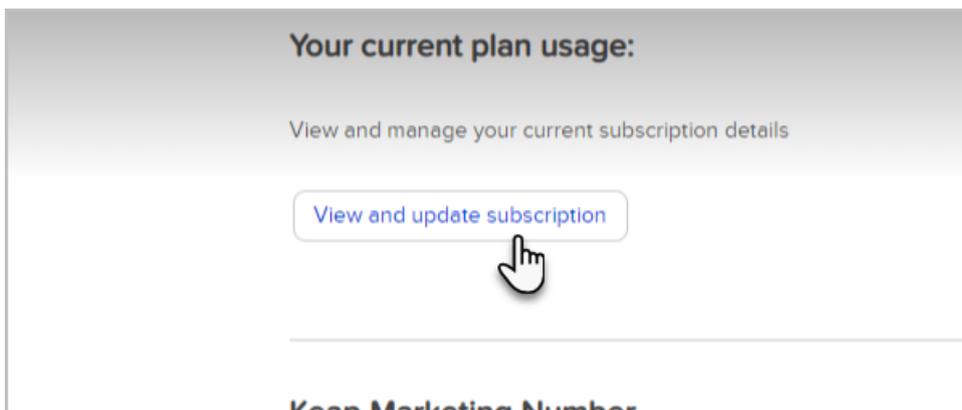
Update your billing address and contact info

Just click either the **Update account details** or **Update billing address** buttons to make any changes
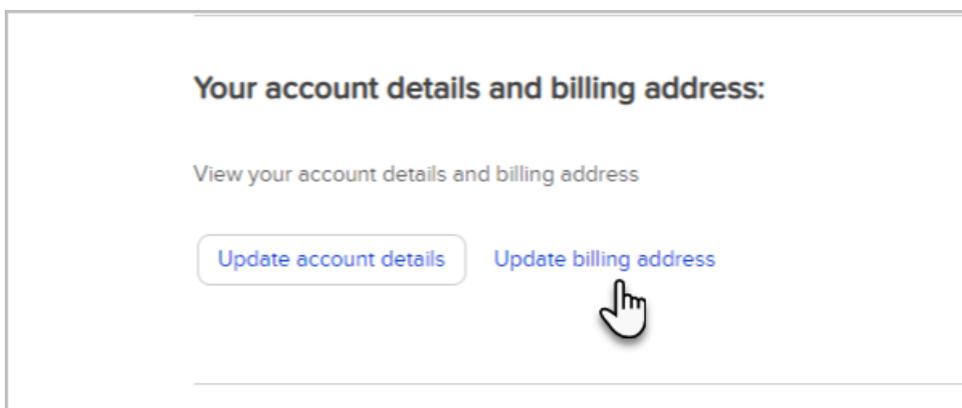
Update your credit card or add a new one

If your credit card has been declined, you can update your primary card on file, or add a new card and set it to be your primary or backup. When you add a new card, Keap will retry your most recent failed payment. Keap will also automatically attempt to retry failed charge attempts on the following schedule after the initial declined due date: 2, 4, 8, 15, 31.

1. Click **Payment method details**
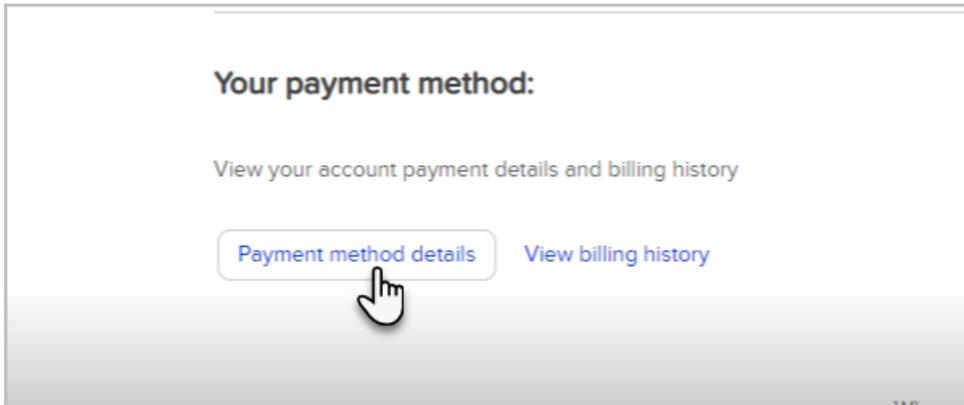
2. Either click on an existing card to make changes, or click **Add new** to add a new card on your account. Click **My Account**
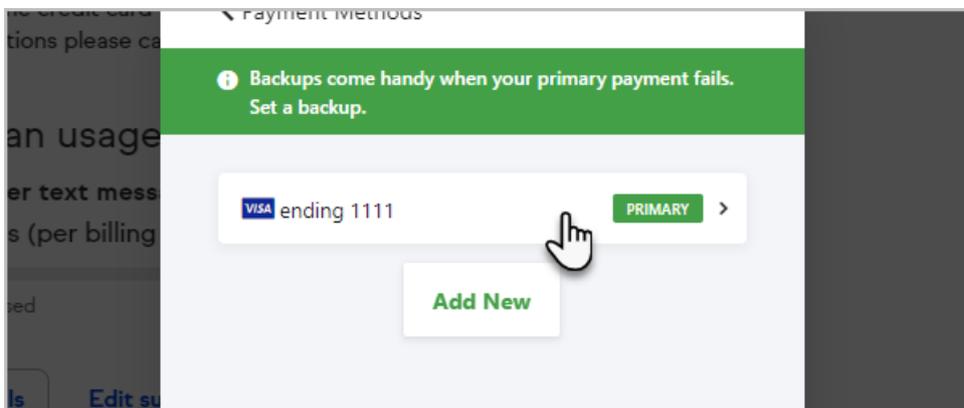
3. If you are adding a new card and want it to be the primary, choose that option after setting up the card.
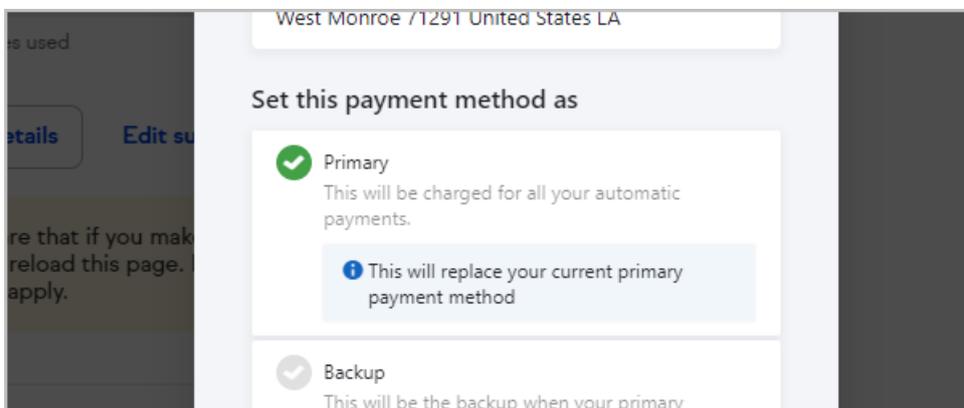
4. Click **Update**

Backup

This will be the backup when your primary
payment method fails.

Update

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Update

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