Do you charge VAT?

Plans and billing

Only for customers in the European Union. HelpCenter.io is run by HelpCenter Solutions Ltd. in Bulgaria, so VAT works like this:

- **Bulgaria:** 20% VAT is always added.
- **Other EU countries:** 20% VAT is added unless you enter a valid EU VAT number.
- **Outside the EU:** no VAT is added.

Prices on the pricing page don't include VAT. Enter your VAT number in **VAT Number/Company Id** when you activate your subscription, or later under **Payment Details** in **Billing & Invoices**. We check the number automatically, and you can type it with or without the country code. A change applies to your next payments.

When VAT applies, your plan's price shows "Including 20% VAT." and each invoice lists the VAT amount.

Related articles

- Download invoices and update billing details
- Choose a plan and start your subscription