# Invoices

# Why can't I use PayPal as a payment method?

**Problem:**
PayPal is not or no longer available as a payment method for paying invoices or filling up the customer account.

**Possible causes:**

- **The limit of the payment method has been exceeded**: Depending on the payment method, there may be payment limits to minimize risk.

- **Chargebacks:** There have been chargebacks of any kind in the past that were carried out by PayPal. These include, for example, disputes, cases, contradictions, credit card chargebacks or direct debit chargebacks. This also applies to chargebacks or unpaid invoices in other customer accounts. Refunds / repayments carried out by us in consultation with the customer will not be taken into account.

**Troubleshoot:**

- **If the limit is exceeded:** If you have been a customer with us for more than 6 months, please ask your sales contact for an increase in the limit.

- **For chargebacks:** We work together exclusively on the basis of mutual partnership. If a customer uses functions of external service providers to put pressure on the business relationship entered into with us, this customer will be sanctioned. In the case of PayPal, an account is permanently blocked. Unlocking is no longer possible.

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