How do I resolve a duplicate charge?

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If you have been billed twice for the same purchase and both are appearing in your Purchase History please reach out to help@manyvids.com for assistance. Make sure to include your Sales ID and any other relevant details.

If you notice that you have been billed twice and you only have one purchase appearing in your Purchase History, this most likely means that your first transaction was unsuccessful and the funds are being held by your bank. The unsuccessful purchase is only an authorization, and the funds will be returned to your card within 7-10 business days!

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