

Payment Help

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You can pay for your +Plus subscription using credit or debit card, or PayPal.

Paddle is our Merchant of Record and authorized reseller of ResearchGate +Plus. That means you purchase your +Plus subscription from Paddle, but it is made available by ResearchGate within the ResearchGate platform. You therefore have a direct relationship with Paddle (and agree to their [Buyer Terms and Conditions](#)) and with us (and agree to our [Subscription Terms](#)).

We use a Merchant of Record to resell +Plus on our behalf and handle payments, invoicing, and global tax compliance, so that we can focus on providing a great experience with +Plus.

To be able to grant you access to +Plus, Paddle will let us know that you purchased a subscription so that we can allow you access to the +Plus experience. For that purpose, we will associate Paddle's information about your purchase with your ResearchGate account.

Paddle will process the payment, they will not share any confidential payment information with us. Even Paddle will not be in direct contact with such information. For more information about Paddle's data processing, please refer to their [Privacy Policy](#).

For further information about ResearchGate's data processing, please find our Privacy Policy [here](#).

You won't be charged during the free trial, but your payment method will be verified with a test charge, which will be immediately refunded. If you do not cancel your trial, it will automatically turn into a monthly subscription after the end of the trial period.

Paddle's name will appear on your credit card or bank statement in connection with your purchase of +Plus, because Paddle is acting as a Merchant of Record and reselling ResearchGate +Plus on our behalf.

For more information, see 'What is Paddle?' and 'What data am I sharing with Paddle when I sign up for +Plus?' above.

Here is how you can change your payment method:

1. Log in to your account <https://www.researchgate.net/login>
2. Click the arrow next to your profile picture in the top right-hand corner and click on **Subscription**
3. Click **Edit payment details**

To ensure your subscription successfully renews, make sure your billing details are up-to-date and your payment method has sufficient funds.

Still not working?

1. Check that the details of your chosen payment method are correct.
2. Try a different payment method.
3. If those options do not work, please contact your payment provider.

Regular payment failed?

Please see the options above if your regular payment method has failed. You'll be notified if your payment method fails so that you have an opportunity to update your details to enable payment to be made. If payment is still unsuccessful after additional attempts to charge you, your subscription will automatically be canceled and there will be no refunds or partial refunds.

The pricing of ResearchGate +Plus may change at any time. If the price of your subscription changes, the change will take effect on your next renewal, provided you have been given reasonable advance notice of the change. You will be given advance notice of any change in prices.

You expressly agree that we'll make your +Plus subscription available to you immediately on purchase and acknowledge that you will therefore lose any applicable consumer right to cancel (as described in Paddle's [Buyer Terms and Conditions](#)). Unless otherwise required by applicable laws, there will be no other refunds or credits granted. If you think there are extenuating circumstances that mean you should get a refund, please contact us [here](#).

Bear in mind that you can cancel your subscription at any time, up to 48 hours before your next billing date, from your Subscription settings page. Here's how:

1. Log in to your account <https://www.researchgate.net/login>
2. Click on the arrow next to your profile picture in the top right-hand corner and click on **Subscription**
3. Click **Cancel subscription**

You will continue to have access to your subscription through to the end of your current billing cycle, at which point your subscription will automatically end.

You can contact us at any time [here](#).