

Billing

Service deposit policies

Certain IgLou services may require a deposit of one or more months of service at the time of order.

In the event an IgLou service requires a deposit, payments can be made by credit card, cash or money-order. Personal checks are not accepted for service deposits.

To reduce the chance of fraud, we may also require that any credit card used for payment successfully verify the customer's billing address using the Address Verification Systems (AVS) supported by most issuing banks. In the event of an unsuccessful match, IgLou may require a deposit to be made using an alternate form of payment. In most cases, customers can resolve address verification mismatches by contacting their credit card company to correct the billing address that they have on file. Please note that prepaid or gift credit cards will usually not pass address verification, making them ineligible for payment of deposits.

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