

AI Subscription Payment Troubleshooting

ChatGPT · Grok · Claude · Gemini

Stop duplicate payment. Authorization, capture, subscription and entitlement are separate states.

01 PRESERVE EVIDENCE

- Record time, amount, currency, order ID and error.
- Classify the bank state as pending, authorized or completed.

02 TRACE THE BILLING CHANNEL

- Website, App Store, Google Play, X, Google One or third party.
- The billing owner handles charges, cancellations and refunds.

03 CONFIRM THE ORIGINAL ACCOUNT

- Store, billing profile and product account may be different.
- Use the original sign-in method; do not infer from a display name.

04 CHECK SUBSCRIPTION AND ENTITLEMENT

- Check the original channel, then the official product page.
- Route charged-but-Free cases to the product-specific guide.

05 CONTACT THE STATE OWNER

- Bank owns authorization; store owns billing; product owns entitlement.
- ChongGrok handles only its own order and fulfillment record.

Support ownership and evidence

Bank	Authorizations, declines and card restrictions
Apple / Google Play	Store charges, cancellation and refunds
X / Google One	Billing and renewals on that platform
AI provider	Completed billing with missing entitlement
ChongGrok	ChongGrok orders and fulfillment records

Redacted evidence checklist

- Product, plan, term and billing channel
- Time, amount, currency, order ID and receipt
- Bank state and masked purchasing account identifier
- Official plan screen, error, device and attempted steps

Independence and risk disclosure

ChongGrok is independent and not officially partnered with the AI or billing providers.

he20000405-pixel.github.io/en/resources/ai-subscription-payment-troubleshooting/