

PLANS & PRICING

Billing FAQs

View in the help center:
<https://bitwarden.com/help/billing-faqs/>

Billing FAQs

This article contains frequently asked questions (FAQs) regarding **Plans and Pricing**.

For help selecting the right Bitwarden plan for you, refer to [what plan is right for me?](#) and [about Bitwarden plans](#).

Account management

Q: How do I find out what subscription plan I'm on?

A: Log in to the web app:

- For individual subscriptions, navigate to **Settings** → **Subscription**. If this screen can't be found, this account is on a free plan. If this screen exists, this account is on a premium plan.
- For organization subscriptions, organization owners can open the Admin Console and navigate to the organization's **Billing** → **Subscription** view. The **Plan** section will log this organization's plan.

Q: How do I view my billing information?

A: Viewing billing information is different depending on whether you are viewing it for an individual or organization subscription. Use [Update your Billing Information](#) to guide you through both processes.

Q: How do I delete my account?

A: We're sad to see you go! Use [Delete your Account](#) to guide you through this process.

Q: How do I upgrade from an individual subscription to an organization?

A: Use [Upgrade from Individual to Organization](#) to guide you through this process.

Q: How do I add or remove a user seat from my organization?

A: For Teams and enterprise organizations, user seats will be automatically added as you invite new users. You can [specify a limit](#) to prevent your seat count from exceeding a specific number.

To remove user seats, navigate to your organization's **Billing** → **Subscription** screen and use the **Subscription Seats** input to remove seats ([learn more](#)).

Adding and removing user seats will adjust your future billing totals. Adding seats will immediately charge your payment method on file at an adjusted rate so that **you will only pay for the remainder of the billing cycle** (month/year). Removing seats will cause your next charge to be adjusted so that you are **credited for time not used** by the already-paid-for seat.

Q: How do subscriptions work for self-hosting?

A: In order to use a subscription on a self-hosted server first create an account and subscription in the Bitwarden cloud via the [web app](#). From there, download the [subscription license](#), which will flag access to premium or organization features, to apply to your self-hosted server.

Per the Bitwarden terms of service, one organization deployment is permitted per subscription.

Q: If I have a families organization, do I need premium?

A: The current families plan (introduced Sep. 2020) automatically provides premium features for all six members of the organization, so no!

Legacy families plans do not automatically provide premium features, so users would need to upgrade to premium individually or the families organization owner could upgrade the organization.

Q: Why do my license expiration dates on cloud and self-hosted not match?

A: To ensure that you don't inadvertently lose organization functionality, we provide a 2 month grace period between the expiration of the license on cloud and expiration of the license on your self-hosted server. Learn more [here](#).

Q: What is the holder of my organization's billing email allowed to do?

A: The holder of your organization's [billing email](#) may, by contacting us:

- Add or remove a credit card from the subscription.
- Change the billing email for the organization.
- Inquire about invoices and billing information on-file.
- Swap between a monthly and annual billing cycle (if applicable for your organization).
- Request a plan upgrade, downgrade, cancellation, or seat adjustment.

They **may not** for any reason request deletion of an organization, be given the identity of current organization owners, or request the promotion of any user to an owner.

Payment options

Q: What payment options do you accept for customers based in the United States?

A: We accept credit/debit cards, PayPal, bank account (ACH), and Bitcoin. For business subscriptions, we also accept wire transfers and corporate checks, with a minimum payment of 500 USD. For more information regarding payment options, please [contact support](#).

Q: What payment options do you accept for customers outside the United States?

A: We accept credit/debit Cards, PayPal, and Bitcoin. For business subscriptions, we also accept international wire transfers and corporate checks, with a minimum payment of 500 USD. For more information regarding payment options, please [contact support](#).

Q: Can I pay with Bitcoin?

A: Yes! Please note, you will need to **Add Credit** using Bitcoin on the **Settings → Billing** screen before purchasing the subscription.

Q: How do I enter my tax information?

A: You can provide a Tax ID during signup, at any time from the web app Admin Console **Billing → Payment method** view by selecting **Change payment method**, or by contacting Customer Support:

- If you are a customer based in the United States, select **United States** from the **Country** dropdown menu and enter your **Zip / Postal Code**.
- If you are a customer based outside the United States, select your country from the **Country** dropdown menu. If your billing address is in Australia, Canada, the European Union (EU), or the United Kingdom (UK), enter a **VAT/GST Tax ID**.

Learn more about how taxes are assessed for paid Bitwarden subscriptions [here](#).

Q: Why am I charged sales tax?

A: Sales tax liability criteria and rates are mandated by individual US states. Bitwarden is classified under the Software as a service (SaaS) tax code. Tax liability and applicable rates are subject to change as required by your location.

Q: Can I use a Bitwarden Free plan for commercial use?

A: Users can utilize Bitwarden clients, with either paid or free accounts, for personal or business purposes as long as they comply with our [Terms of Service](#).

Bitwarden's license grants a limited, non-exclusive, non-transferable, royalty-free license to use the Commercial Modules solely for internal development and testing in a non-production environment. For more information, refer to the [license](#) and [license FAQ](#).

If users do not intend to modify, resell, rent, lease, distribute, sublicense, loan, or otherwise transfer the Commercial Modules to any third party, or create a competing product or service, they can use any of the available clients for business or personal use while respecting our terms of service.

Known issues**Q: An error occurs when I try to go premium on Firefox. How do I fix this?**

A: We have observed some users of Firefox get the following error message when submitting payment information for a Premium subscription:

You passed an empty string for 'payment_method_data[referrer]'. We assume empty values are an attempt to unset a parameter; however 'payment_method_data[referrer]' cannot be unset. You should remove 'payment_method_data[referrer]' from your request or supply a non-empty value.

This usually occurs when submitting your payment method is impeded by an installed browser Extension or configured Browser option.

Open Firefox in a Private Window and try resubmitting.