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The invoice PDF will not download, opens blank or looks wrong: what to try

Billing & Payments

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-1317	v2026.10.21	Mozambique · English

MozOut Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.mozout.co.mz/knowledgebase/1317

The invoice PDF will not download, opens blank or looks wrong: what to try

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Almost always the problem is **the browser or the PDF reader**, not the invoice. The invoice is generated by the system, it is the same one that was e-mailed to you, and opening it badly does not alter it. These attempts, in order, solve the great majority of cases.

Where to start

1. In My MozOut, open the list of invoices and then the invoice. The **Download** button is on the invoice page itself.
2. If nothing happens, look at the top of the browser for a **blocked pop-up** or **blocked download** notice. Allow it for the address of My MozOut and click again.
3. If it opens blank in the browser, **download the file** instead of viewing it in the tab, and open it with a PDF reader installed on your computer or phone.
4. Try **another browser**, or a private window. An extension that blocks ads or scripts can spoil the download.
5. If you are on a company network, try another connection (mobile data, for example). Some networks block downloaded files.
6. To keep a copy, use the PDF, not the browser's print of the page: printing brings the menu and the screen margins with it.

By symptom

What you see	What usually fixes it
Nothing happens when you click	Pop-up and download blocking in the browser. Allow them for the address of My MozOut.
A blank page opens	The browser's PDF viewer failed. Download the file and open it in another reader.
On the phone, "not found"	The file went to the downloads folder. Look for it there, or open it from the download notification.
Swapped letters or missing parts	Usually the reader. Open the same file in a different reader. If it looks the same in both, the problem is the document, and we need to see it.
It asks for a password	An invoice does not carry a password. It may be a file that is not ours: see **an invoice from a company you do not know**.

Do not download "invoices" that arrive as an attachment from an unknown sender.
Our invoices are always in My MozOut, and that is where you should download them. See **how to tell whether an e-mail really came from us**.

Need all of the year for accounting?
Every one stays in the list; none is deleted. Download them one by one instead of asking for copies, and keep them in a folder with the number in each file name. If the company has to appear on the document, see **how to get an invoice in your company name and tax number**.

If the file still fails after all this, open a ticket with the **invoice number**, the device (computer or phone), the browser and a screenshot of the problem. With that we can see what you saw.

NEED A HAND?

The invoice still will not open? Tell us the number, the browser and the device.

Open a support ticket →

SEE ALSO

- Your invoice: billing details, tax and receipts →
- How to read your invoice line by line, and what each status means →

Where to find your services, domains, invoices and tickets in your account

How to open a support ticket and see the history

mozout

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OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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