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An AI image failed: reading the error and getting the reserved credits back

AI Images

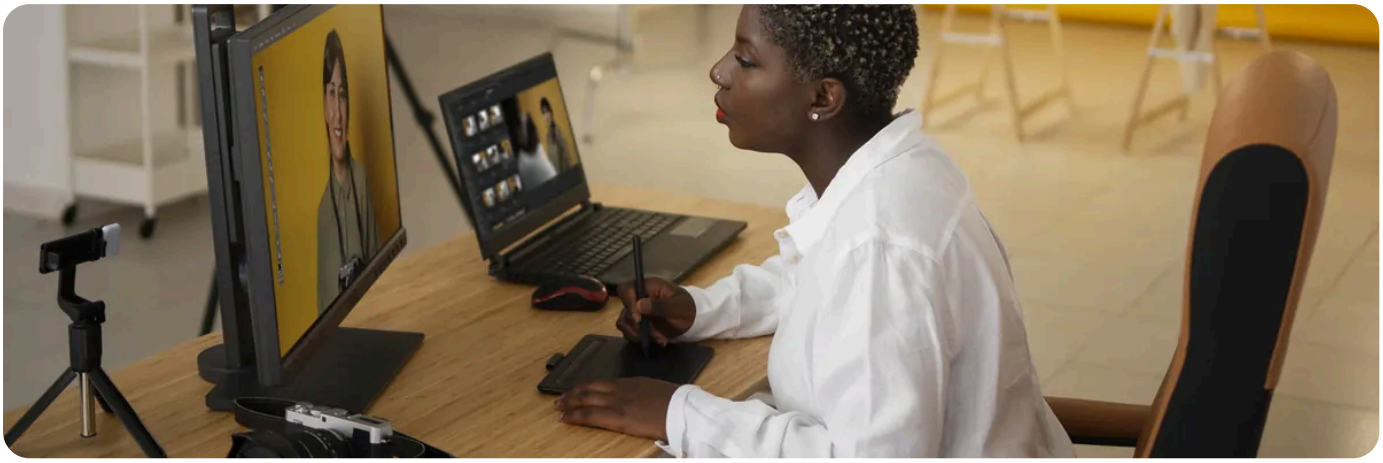
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-3021	v2026.11.28	Mozambique · English

MozOut Mozambique
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https://www.meu.mozout.co.mz/knowledgebase/3021

An AI image failed: reading the error and getting the reserved credits back

AI Images Created on **November 28, 2026** 3 min read



In short: an image can fail at two moments. Right at the request, with an error and a code; then nothing is reserved or charged. Or during the generation, with the `failed` `status`; then nothing is charged and the reserved credits go back to your balance on their own. In neither case do you need to ask for a refund.

It failed right at the request

`POST /v1/media/generations` answers with an error instead of `202`. The code is in `error.code`:

Status and code	What it means	What to do
`402 insufficient_credits`	The balance does not cover the reservation. `details.required` and `details.balance` say how much you need and how much you have.	**Buy credits**, or choose a cheaper model or options.
`403 insufficient_scope`	The key does not have `ai:write`.	Create a key with `ai:read` and `ai:write`.
`404 model_not_found`	The id is wrong or the model is not an image model (a text model, for example).	Copy the id from the **Models** tab.
`422 validation_failed`	A required field is missing or a value is not one of the model's options.	See `details` and the fields in `GET /v1/models/{id}`.
`429 rate_limited`	Too many requests in the same minute.	Wait the seconds in `Retry-After`.
`502 upstream_error`	The AI service did not respond as expected.	Try again shortly, or with another model.

It failed during the generation

The request was accepted (`202`), but the status check returns `failed` :

```
curl "https://api.mozout.co.mz/v1/media/generations/<id>" \
  -H "Authorization: Bearer $MOZOUT_API_KEY"
```

Field	With failed
`status`	`failed`
`error`	The reason, in plain language.
`outputs`	No files.
`credits_charged`	`0` : nothing was charged and the reservation went back to your balance.

Checking that the credits came back

See your balance with `GET /v1/ai/balance` , with `aio balance` or on the **All in One AI** page:

`curl "https://api.mozout.co.mz/v1/ai/balance" -H "Authorization: Bearer $MOZOUT_API_KEY"`

The same goes for the MCP server and for `aio` : a generation that fails costs nothing.

Trying again

1. Read the `error` or the error code: it says what to change.
2. Change what is needed: the prompt, an option or the model.
3. Send a new request. If you use `Idempotency-Key` , a fixed request gets a new value: the same value would return the saved answer.

If the error is not clear, **open a support ticket** with the error's `correlation_id` (or the generation `id`) and the time. Never send the key.

For a video or a voice, the statuses are the same: see **an AI video or voice is taking long or has failed**.

RECOMMENDED

Want to check your balance after a failure? It is on the All in One AI page.

See All in One AI →

SEE ALSO

- An AI video or voice is taking long or has failed: the statuses and what to do →
- AI API errors: 402, 403, 404, 422, 429 and 502, and what to do in each case →
- What an AI image costs in credits: the price per image, the reserve and the refund →
- The fields an image model accepts: GET /v1/models/{id} and the size option →
- All in One AI →

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