Troubleshooting Failed or Incomplete Payments

What to know

- BeatKongs subscription billing is separate from the producer storefront checkout.
- Storefront payments are intended to go directly to the producer’s connected Stripe or PayPal account; BeatKongs does not initially hold or split these funds.
- A producer may connect Stripe, PayPal, or both. When both are connected, eligible buyers can choose their payment method.
- Without a connected payment provider, paid beats should not be publishable for sale.
- Completed beat orders preserve the chosen license and contract snapshot; buyer delivery includes the beat download and applicable contract.
- Free beats use the Free Beat license, with delivery and contract rules defined by the producer’s configuration.

How to check this in your account

1. Open Commerce → Payment Methods to review the producer’s Stripe, PayPal, or Dummy testing connection.
2. For paid beats, confirm a payment provider is connected and the beat has an enabled paid license.
3. Use a test checkout where available; verify the resulting order, download, and contract before accepting live purchases.
4. Check Beat Sales and the payment provider when investigating payment or delivery discrepancies.

Review before publication: Exact buttons and settings must be checked against the current BeatKongs dashboard. This draft does not claim unverified live behavior.

Need help?

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Selling Beats and Getting Paid

Record the relevant page URL, beat title, license, or order number, along with what happened and what you expected, when contacting BeatKongs Support.

Attached files:

Unique solution ID: #1171
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