Subscription and billing FAQs

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For more information on Docker subscriptions, see Subscription and billing.

Subscriptions

Can I transfer my subscription from one user or organization account to another?

Subscriptions are non-transferable between accounts or organizations.

Can I pause or delay my Docker subscription?

You can't pause or delay a subscription, but you can downgrade your subscription. If a subscription invoice isn't paid by the due date, there's a 15-day grace period starting from the due date.

Does Docker offer academic pricing?

For academic pricing, contact the Docker Sales Team.

How can I contribute to Docker content?

Docker offers two content contribution programs:

- Docker-Sponsored Open Source Program (DSOS) for open source projects
- Docker Verified Publisher (DVP) for commercial publishers

You can also join the Developer Preview Program or sign up for early access programs to participate in research and try new features.

How do I upgrade to Docker Pro?

To upgrade to Docker Pro, go to the Docker pricing page and select **Buy now**.

Payments

What happens if my subscription payment fails?

If your subscription payment fails, there is a grace period of 15 days, including the due date. Docker attempts to collect the payment three times using the following schedule:

- 3 days after the due date
- 5 days after the previous attempt
- 7 days after the previous attempt

Docker also sends an email notification `Action Required - Credit Card Payment Failed` with an attached unpaid invoice after each failed payment attempt.

If the invoice remains unpaid after the grace period, the subscription downgrades to a free subscription and all paid features are disabled.

Can I manually retry a failed payment?

Yes. If your payment fails, select **Pay now** to retry the payment through Stripe.

Before retrying, verify that your default payment method is up to date. For instructions, see Manage a payment method.

Can I use pay by invoice for upgrades or additional seats?

No. Pay by invoice is only available for renewing annual subscriptions, not for purchasing upgrades or additional seats. You must use card payment or US bank accounts for these changes.

For a list of supported payment methods, see Add or update a payment method.

> Need to upgrade? Compare Docker Team and Docker Business to choose the plan that best fits your team's needs.

Taxes

Does Docker collect sales tax and VAT?

Docker collects sales tax or VAT from the following customers:

- For United States customers, Docker began collecting sales tax on July 1, 2024.
- For European customers, Docker began collecting VAT on March 1, 2025.
- For United Kingdom customers, Docker began collecting VAT on May 1, 2025.

To help ensure correct tax assessments, keep your billing information up to date. For details on adding a VAT number or submitting a US tax exemption certificate, see Taxes.

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