Email Limits

> **All new Alchemer accounts** created after January 25th, 2022 must be provisioned Email Action and Email Campaign authorization from the Alchemer Support team before scheduling and utilizing the email action or campaign features in the Alchemer platform. Alchemer users must have a completed survey prior to submitting an authorization request. Click here for more information.

In order to continue to ensure good email deliverability, there is a limit of **10,000 email sends per month**. If you wish to send a higher volume of emails, please reach out to your Account Manager (if you are on an Account Managed account), or contact our Sales team.

> If you have set up a **SMTP** server for sending emails from Alchemer, you will not be subject to these limits when sending via SMTP. Learn about configuring SMTP settings by visiting our Custom Email Settings tutorial.

Over Limit

If you have uploaded more contacts to a campaign than are available at your plan level, you will see the following messages on the **Send Campaign** step of your email campaign.

> Email Sends and added Contacts in an alchemer account are linked. A user will not be able to send emails more than the total number of contacts allowed to be added per month. Reminder and Thank you emails do not count towards the overall email send quota.

FAQ

- Which emails does the limit apply to?
- Do monthly limits rollover if unused?
- How will I know if I'm close to or have gone over my limit?
- How do I increase the email volume limit for my account?
- Can I increase my email limit for a month or two?
- What if I am just using Alchemer to generate unique links to send via a third party?
- What if I upload 10,000 Contacts in a month and have not sent out emails via a campaign? Am I able to add more contacts?
- What happens if I add more contacts than the 10,000? Will I be subject to overage charges?

Related Articles