2727 COWORKING / RESEARCH & PRACTICAL GUIDANCE

# Stripe Receipt Address Privacy: Quebec Founder Checklist

> Find a practical home for your work at 2727 Coworking in Montreal. Explore private offices, day workspaces and meeting rooms, plus business-address and virtual-mailbox services for your company.

Published by 2727 Coworking · 2026-11-21 · stripe receipt address privacy · stripe public details · stripe invoice address · hide home address stripe · stripe canada verification address · quebec home based business privacy · virtual office address stripe · business address montreal

Original article: https://2727coworking.com/articles/stripe-receipt-address-quebec-founder-privacy-checklist



### In this article

1. Executive Summary
2. Introduction and Background
3. Which Setting Produces Each Customer-Facing Address
4. The Four Address Roles and the Customer Billing Address
5. Direct Accounts, Connect Platforms and Integrations
6. Implementation Considerations and Process Changes
7. Data Analysis and Evidence
8. Implications and Future Directions
9. Frequently Asked Questions (FAQs)
10. Conclusion

# Executive Summary

A Quebec founder who sends a Stripe receipt or invoice from a home office is deciding which genuine address belongs in each of four address roles (a fifth, the tax head-office setting, is related): a personal **home address**, a company or operating address used for verification, a public **customer support address**, and the customer's own **billing address**. Stripe's documentation says receipt information comes from **Settings > Business > Business details > Public details**, and that some contact information is always required on receipts (docs.stripe.com). The required items are the **legal business name**, the **customer support address**, the customer support email and a **privacy policy URL**, so a receipt with no **support address** is not a configuration Stripe describes.

**Short answer:** because the customer support address is required on receipts, use a genuine address you are willing to publish, and ask Stripe support in writing whether a commercial address is acceptable for that field before relying on it. This report maps each customer-facing document to its controlling setting, as of November 2026.

The address used for verification is a separate question. Stripe's Canada FAQ requires a valid **physical Canada address** (support.stripe.com) and states that a **P.O. box** cannot be accepted (support.stripe.com), and Stripe checks the business name and address against registries (support.stripe.com). Changing a display field therefore does not cure a verification problem, and a verified address is not automatically the address a founder wants customers to see.

For invoices, Stripe documents that they include the public information set under **Public business information**. No page read for this report says whether later edits to the **support address** reach documents already issued, so that behavior is marked **unknown** and a dated preview plus a written **Stripe support** answer is recommended. For **Connect**, **direct charges** use the connected account's settings, so a merchant selling through a platform may not control the address a customer sees.

Quebec rules point in two directions. **Revenu Québec** says no special invoice format is imposed under the GST/HST and QST systems (www.revenuquebec.ca), but the **Consumer Protection Act** requires a merchant to disclose its address before a distance contract with a consumer (www.legisquebec.gouv.qc.ca), and defines

that address as an establishment or office, excluding a post office box (www.legisquebec.gouv.qc.ca). A sole proprietor's **home address** is the register's **domicile** (www.quebec.ca), which stays unconsulted if a **professional address** is declared (www.legisquebec.gouv.qc.ca). Documented prices include a Montreal virtual-office listing at **$60 per month in USD** (www.davincivirtual.com) and a small urban-core **Postal Box** at **$214.00 per year** (www.canadapost-postescanada.ca), a type of address Stripe's Canada FAQ does not accept for verification. No source read shows that Stripe accepts any commercial mailing address in the support or verification field, so the final step is a written Stripe confirmation, not an assumption. A **commercial address** subscription does not erase legal disclosure duties or establish residence.

## Introduction and Background

Most Stripe guidance for Canadian merchants is about getting an account approved. A second problem appears afterwards: the account is live, the first customer pays, and a receipt or invoice shows an address the founder did not expect customers to see. For a consultant or software founder working from a Montreal apartment, that address can be a home address. This report starts from what a customer actually receives and traces each merchant contact field back to the setting that controls it. It separates four address roles that are often merged into one.

The scope is deliberately narrow. It does not repeat Canadian onboarding, **registry** matching or owner and evidence checks, which are outside this report's scope. It does not assess whether any particular virtual-office or mailbox address will pass Stripe's checks, because no Stripe page read says so. It does not recommend editing any live account; every procedure is a documented preview or **sandbox** step.

Three evidence rules apply throughout:

- **Stripe behavior:** a statement is made only if a Stripe page read in November 2026 says it. Where documentation is silent, the report says "not documented".
- **Quebec and Canadian law:** points are limited to what official pages state, with scope noted. They are not legal advice.
- **United States pages:** a Stripe help article about US addresses is labeled as such and excluded from Canadian evidence. Stripe's generic "Update your business address" article states that the address must be a valid US address (support.stripe.com), so it says nothing about Canadian merchants.

The audience is large. Innovation, Science and Economic Development Canada counts **228,622** small employer businesses in Quebec as of December 2024 (ised-isde.canada.ca), and that figure excludes businesses without paid employees (ised-isde.canada.ca), where many freelancers sit. No source read measures how many work from home, so no home-based share is claimed.

The publisher, 2727coworking.com, is a Montreal provider of coworking desks, private offices, meeting rooms, virtual offices and business addresses, so it appears as a row in the cost comparison with no price asserted. The conclusions do not depend on any provider.

# Which Setting Produces Each Customer-Facing Address

The central finding is that Stripe-generated documents draw most merchant contact details from one place, **Public details**, while a few elements have their own controls. Each artifact is taken in turn below, and *Table 1* then summarizes the map.

## Receipt page, receipt email and receipt PDF

Stripe states that its business details control the information that displays on receipts, and they are edited at Settings > Business > Business details > **Public details** (docs.stripe.com). It documents four items that are always required on receipts: **legal business name**, customer support address, customer support email and **privacy policy URL** (docs.stripe.com). The practical consequence for a home-based founder is that the support address cannot be left blank to avoid showing a home address. The field must hold an address the founder is willing to publish on every receipt.

Two other settings are easy to confuse with the address. Automatic emailing is controlled under **Customer emails**, and **Branding** controls appearance, so neither changes which address is displayed. What Stripe's receipt page does not do is list every element printed on the receipt page or PDF beyond the required contacts. That is why a preview is a required step: the only way to confirm what a customer sees is to look at a generated receipt.

## Hosted invoice page, invoice PDF and invoice email

Stripe states that invoices include the public information specified under **Public business information** (docs.stripe.com). On the address fallback, the page's wording is that when no support address is set, Stripe uses the business address (docs.stripe.com). That sentence matters most for this audit: an empty or unmanaged support address field may resolve to the business address, which for a sole proprietor can be the home address.

The same stored contact details can appear in several places, since invoice emails carry a PDF of the same invoice and the hosted page offers PDF copies of the invoice and receipt. Other merchant-side elements have their own controls: account tax IDs appear in the header of invoice PDFs, and invoice templates support only a memo, footer and custom fields, so a template is not a place to override a merchant address.

## What changes after an edit

Stripe documents a snapshot only for the business name: when an invoice is **finalized**, Stripe saves the business name on it (docs.stripe.com). For support address, phone and email, none of the pages read states whether an edit reaches documents already issued, or draft invoices. This gap is the main uncertainty in the topic. The defensible position is that new documents should be tested after any change, issued documents should be assumed unchanged until a comparison shows otherwise, and a **finalized** invoice that must show a corrected detail may need to be replaced. Stripe documents that revising a finalized invoice creates a new invoice and voids the old one (docs.stripe.com), though the founder should check the current limits, since subscription invoices are treated differently.

The customer's address behaves differently from the merchant's. When an invoice has no customer **billing address**, Stripe renders the customer's shipping address as the billing address on the PDF (docs.stripe.com). An unexpected address on an invoice is therefore worth checking against the customer record first.

## Checkout, Customer Portal, branding and card statements

Checkout shows support contact information only when the matching setting is on, with values from public details (docs.stripe.com). Brand settings apply across the whole account, and the Customer Portal displays the public business name. The portal's address controls concern the customer's billing details, not the merchant's. Stripe's setup page lists what customers see on card statements or in email receipts, including support email, phone number and address, while the statement descriptor is a separate short string of 5 to 22 characters (docs.stripe.com), not a postal address.

One more address field sits outside the display stack. **Stripe Tax** uses a head office address, which by default is the Stripe business address (docs.stripe.com). The pages read do not say it prints on receipts or invoices, so it is a tax setting to check, not a display control.

*Table 1* condenses these findings. "Documented" means a Stripe page read in November 2026 states the control, "Partly documented" means the control is stated but the printed fields are not itemised, and "Unknown" means the pages are silent.

| Artifact the customer receives | Merchant contact fields documented | Controlling setting (Standard direct account) | Evidence status | How to confirm |
|---|---|---|---|---|
| Receipt page and receipt link | Legal business name, support address, support email, privacy policy URL | Public details | Documented for the four required fields; other printed fields not itemised | Manual receipt from a test payment |
| Receipt email and receipt PDF | Same public details | Public details for content; Customer emails for sending | Documented for the source of content | Branding preview and "Send test receipt" |
| Hosted invoice page | Public business information; phone optional | Public details; Branding for visuals | Partly documented; field layout not itemised | Preview shown before resending |
| Invoice PDF and emailed invoice | Public information; business address if no support address | Public details; account tax IDs and footer separately | Partly documented | Download a sandbox invoice PDF |
| Already-issued receipts and invoices | Business name saved at finalization | None documented for support address edits | Unknown for the support address | Compare an old and a new document after an edit |
| Checkout and Payment Links page | Support contact if the setting is on | Public details and Checkout settings | Partly documented | Open a test Checkout Session |
| Customer Portal | Business name; the customer's own billing address | Public details; portal configuration | Partly documented | Sandbox portal preview |

| Artifact the customer receives | Merchant contact fields documented | Controlling setting (Standard direct account) | Evidence status | How to confirm |
|---|---|---|---|---|
| Card statement | Descriptor of 5 to 22 characters; some business details may display | Statement descriptor and public details | Partly documented | Review settings; no live preview documented |

The table shows that the support address in **Public details** is the common source for nearly every artifact, so it is the field to decide first. It also shows where documentation stops: Stripe documents the source of the data more thoroughly than the rendered layout, so the preview workflow is not optional.

## The Four Address Roles and the Customer Billing Address

A frequent error in discussions about hiding a home address is treating "business address" as one thing. Stripe's Accounts API separates several address fields, and Quebec's register adds a further distinction. *Table 2* lays out the roles.

| Role | What it represents | Who sees it | Stripe field or setting | Evidence and open question |
|---|---|---|---|---|
| Personal home address | Where a natural person lives; for a sole proprietor the register's domicile (www.quebec.ca) | Register users unless a professional address is declared (www.legisquebec.gouv.qc.ca) ; Stripe for identity checks | Person address in the account | Whether Stripe accepts a different address for the person is not stated |
| Company or operating verification address | The business location checked against registries | Stripe's verification process | Business address in account details; company address in the API | Physical Canada address required; P.O. box excluded; acceptance of any commercial address not stated |
| Public customer support address | A mailing address customers can use to reach the business | Every customer who opens a receipt or invoice | Public details; support address in the API | Whether it may differ from the verification address in Canada is not stated |
| Customer billing address | The customer's own address | The customer and the merchant | Customer record or Checkout billing field | A customer field, not a merchant field |
| Tax head office (related) | Location used for tax calculation | Not documented as printed | Stripe Tax settings | Defaults to the Stripe business address |

The first lesson is that a founder controls exactly one of these roles directly in the Public details screen, the support address, while the **verification address** is governed by Stripe's identity process and the **registry**. The second is that the customer billing address belongs to the customer. Stripe's **Connect** verification documentation describes the customer support address as a mailing address customers can use to contact the account (docs.stripe.com), a different object from the **verification address**.

## Verification address: what Stripe says for Canada

For corporations and similar entities, Stripe checks name, address and director information, while legal-entity verification is not required for individuals and sole proprietors (support.stripe.com). Quebec corporations and partnerships may supply a 10-digit Québec Enterprise Number (support.stripe.com). When the registry check does not match, a document showing a matching business name and address can be uploaded (support.stripe.com), and, where Stripe cannot verify new information entered after verification is complete, Stripe describes a **14-day grace period** to resolve issues (support.stripe.com).

Nothing on those Canadian pages addresses virtual offices, mailboxes or registered offices, and no Canadian Stripe page found in this research does. The only mailbox restrictions found were on United States pages, which are excluded. This silence cuts both ways: it does not show that a **commercial address** is rejected, and it does not show that one is accepted. The position adopted here is that acceptance is an open question for Stripe to answer in writing for the specific address and account type.

## Quebec register: domicile versus professional address

The Quebec enterprise register is public, and any person may consult it (www.legisquebec.gouv.qc.ca). A registration declaration states the registrant's name and **domicile** (www.legisquebec.gouv.qc.ca). Quebec's legal publicity law lets a registrant also declare a **professional address** for a natural person (www.legisquebec.gouv.qc.ca), and Québec.ca describes the option as available when the person does not want the domicile published in the register (www.quebec.ca).

The conditions matter. A professional address is the person's main place of work or business (www.quebec.ca), a natural person can have only one (www.quebec.ca), and a **P.O. box** cannot be given as a business address in the register (www.quebec.ca). This is the closest official concept to hiding a home address, but it concerns the public register, not Stripe documents, and it presupposes a genuine place of work. Whether a rented commercial address qualifies depends on facts the register pages do not address, so the Registraire or a lawyer should be asked.

## Quebec invoice and consumer disclosure

For purchasers' tax-credit documentation, **Revenu Québec**'s table requires the supplier's registration numbers from $100 upward (www.revenuquebec.ca), and the Canada Revenue Agency says suppliers must provide specific information on invoices, receipts and contracts (www.canada.ca). Revenu Québec adds that supporting documents must show the supplier's name or business name, the billing date and any other information required by law (www.revenuquebec.ca). The tax tables read do not list a supplier street address as a required element, so tax invoicing alone does not oblige a home-based supplier to print a street address. That is an observation about the tables read, not a legal conclusion. Records may be kept at the establishment or the residence (www.revenuquebec.ca), which fits a home-based business.

Consumer contracts concluded at a distance are different. The **Consumer Protection Act** requires the merchant to disclose its address among other details before the contract, to present the information prominently (www.legisquebec.gouv.qc.ca), and to send a copy of the contract within 15 days (www.legisquebec.gouv.qc.ca). A consumer may cancel within seven days of receiving a copy if required information was not disclosed (www.legisquebec.gouv.qc.ca). The Act applies to contracts between a

consumer and a merchant (www.legisquebec.gouv.qc.ca), so it concerns business-to-consumer sales more than business-to-business invoicing. Its definition of the merchant's address is the place of the merchant's establishment or office (www.legisquebec.gouv.qc.ca). Whether a commercial mailing address qualifies for a home-based merchant is not answered by the pages read.

The privacy policy URL that Stripe requires on receipts connects to a separate Quebec duty. Enterprises collecting personal information through technological means must publish a confidentiality policy on their website in clear and simple language (www.legisquebec.gouv.qc.ca), and must publish the title and contact information of the person in charge of personal information protection (www.legisquebec.gouv.qc.ca). Federal law likewise lists the accountable person's name or title and address among information that must be readily available (laws-lois.justice.gc.ca), and the federal privacy commissioner's guidance lists the name or title and contact information of that person (www.priv.gc.ca). A founder should therefore decide the support address and the privacy contact together.

## Direct Accounts, Connect Platforms and Integrations

Before changing anything, a merchant needs to know whose Public details a customer sees. For **direct charges** on Connect, receipts use the connected account's **Customer emails**, **Branding** and Public details settings (docs.stripe.com). For **destination charges** and separate charges and transfers, receipts use the platform account's settings (docs.stripe.com). A freelancer selling through a marketplace may therefore have no control over the receipt address, whatever their own Dashboard says.

The invoice side has a similar rule: setting **on_behalf_of** applies the connected account's branding, contact information and account tax ID to invoice emails, PDFs, the hosted page and the receipt (docs.stripe.com). The scenarios below summarize who controls what, and should be re-checked against the platform's own settings, since a third-party platform may send its own receipts.

- **Standard account, direct integration:** the merchant's own Public details apply and the merchant can edit them.
- **Connect direct charge, connected account with Dashboard:** the connected account's settings apply, and the account holder can edit them.
- **Connect destination charge or separate charge and transfer:** the platform's settings apply, and the merchant cannot change them.
- **Platform invoice with on_behalf_of:** the connected account's contact information is used, configured through the platform's API.
- **Platform-supplied receipt email:** the platform decides who is emailed, so content questions go to the platform's support team.

A merchant who finds an unexpected address should first identify the charge type and the issuing account, because editing their own Public details will not change a document generated from a platform's settings. Where the field is not editable, the route is to ask the platform's support team to change or confirm it and keep the reply with the audit record.

# Implementation Considerations and Process Changes

The workflow below is designed for three moments: before the first customer payment, after any change to Public details, and after a genuine change of business address. It uses only documented previews and **sandbox** tools, makes no real payment, and changes no live setting.

## Step-by-step artifact audit

- **Identify the account and charge type.** Record whether the account is a Standard direct account or a connected account, and for Connect which charge type applies. If a platform issues the documents, contact the platform.
- **Record the current Public details.** Open Settings > Business > Business details > Public details, and note the support address, email, phone and privacy policy URL with a timestamp. Redact before sharing.
- **Choose the sandbox type deliberately.** Stripe documents that general sandboxes isolate settings from live mode, while the legacy test mode shares settings with live mode, so changes made there might also affect live mode (docs.stripe.com). A general sandbox holds a copy of live details made at creation, so recreate or re-check it after a live edit.
- **Preview branding and send a test receipt.** Stripe documents a "Send test receipt" option that emails the account owner (docs.stripe.com).
- **Send a manual receipt for a test payment.** Test payments do not trigger automatic receipt emails, but a manual receipt can be sent from the Dashboard (docs.stripe.com).
- **Create a test invoice.** Finalize a sandbox invoice for a fictional customer, download the PDF, open the hosted page and read the email.
- **Score every artifact.** For each of the eight rows in *Table 1*, record the displayed merchant address, the account, the mode, the date and time, and a result of pass, fail or **unknown**.
- **Compare old and new documents.** After an edit, compare a document generated before with one generated after, because no Stripe page documents whether the change reaches existing documents.

A document scored "**unknown**" is a finding, and a reason to escalate to **Stripe support** with a precise question.

## Choosing which genuine address goes where

The decision has three inputs: where the founder actually works, which address the registry shows, and what Stripe has confirmed. Four patterns follow from the evidence.

- **Same genuine address everywhere:** if the founder is comfortable with customers seeing the registered operating address, no separate support address is needed and the audit reduces to consistency checks.
- **Operating address for verification, a different genuine contact address for support:** the API distinguishes the two fields, but no Canadian page read says whether the values may differ, so written confirmation is required.

- **A genuine commercial workspace:** a founder who actually works from rented space has a real establishment, and registry, verification and support addresses can align on it. This is a business decision with genuine additional workspace cost.
- **A mailing-only address:** it is a place to receive mail. A subscription does not establish residence or erase disclosure duties, and a mailing address is not automatically an establishment or office within Quebec's consumer protection definition.

A real move creates obligations in several places at once: the registry, Revenu Québec, Stripe's verification record and Stripe's Public details. Revenu Québec states that a business must notify it of a new address even if it signed up for mail forwarding from **Canada Post** (www.revenuquebec.ca). The registry update should come first so the new address matches when Stripe checks, without assuming that the **14-day grace period** noted above covers an address move. Stripe's FAQ places the grace period under changes to business information after verification, and a changed business address may count as such information, so confirm with Stripe support. The audit is then repeated and the eight rows re-scored. **Canada Post** lists business mail forwarding for a permanent move within a province at $311.75 for 12 months (www.canadapost-postescanada.ca), a cost that applies to a real move and does not replace the address updates.

## Support question template

The text below is a suggested question for the account owner to send through Stripe's support channel. It asks separate questions because verification and public display are separate controls.

> Subject: Canada account, public support address versus verification address
>
> 1. For the Canadian Stripe account [account ID] (business type: [sole proprietor / corporation]), may the customer support address in Public details differ from the business address used for verification?
> 2. Is a commercial address under a written service contract, at which mail is received and forwarded, acceptable as (a) the customer support address and (b) the business address for verification? Please state any conditions.
> 3. When the support address in Public details is changed, do receipts and invoices already issued change, or only new ones?
> 4. Is the **Stripe Tax** head office address printed on any customer-facing document? Please confirm in writing and note the date.

Save the reply with the audit record, since an answer that cannot be dated or reproduced is weak evidence.

## Evaluating a commercial contact address

A commercial address is one option among several, and the evaluation should be about fit, not approval. Questions for any provider are:

- **Address form:** is it a street address with a suite or unit number? Canada Post says an assigned unit number is an integral part of an address (www.canadapost-postescanada.ca).

- **Authorized use:** does the contract authorize use of the address for public contact and registry purposes?
- **Mail handling:** is mail scanned or forwarded, and at what cost?
- **Term and taxes:** what is the minimum term, and are taxes and deposits included?

A provider's statement that an address may be used for business cards, licensing and websites (www.davincivirtual.com) is a vendor claim about its own service, not a statement that Stripe or the registry will accept it.

Postal products and commercial address products also differ. Canada Post says a business run from home can keep its home address private with a **Postal Box** (www.canadapost-postescanada.ca). A Postal Box, however, is the type of address that Stripe's Canada FAQ excludes for verification, that the **Quebec register** excludes as a business address, and that the Canada Revenue Agency excludes for a physical business address (www.canada.ca). The Agency does distinguish a physical business address from a mailing address, which can differ (www.canada.ca). Canada Post's format places the Postal Box number on a separate line above the municipality (www.canadapost-postescanada.ca), so the address visibly reads as a box. A Postal Box may suit a mailing role but is not a substitute for a physical address.

## Data Analysis and Evidence

The quantitative material relevant to this decision is mostly fees and thresholds. No public source read measures how often customers see an unexpected merchant address, so no frequency figure is offered.

### Stripe fees that touch customer-facing documents

Stripe's Canadian pricing page lists a standard rate of **2.9% + CA$0.30** per successful domestic card transaction (stripe.com) and states that it does not charge setup fees, monthly fees or other hidden fees such as closure fees (stripe.com); add-on rates apply for international cards (+0.8%), manually entered cards (+0.5%) and currency conversion (+2%). The cost question arises for itemized invoices on one-time purchases: Stripe states the fee for post-payment invoices for one-time purchases is **0.4%** on the transaction total (support.stripe.com), up to a maximum of US$2 or the local-currency equivalent per invoice (support.stripe.com). On a CA$100 sale that fee is CA$0.40, so the cap does not apply. This is a reason to know which artifact the customer actually receives, since a paid invoice and a receipt are different documents.

### Tax thresholds and rates

Revenu Québec's small-supplier threshold is **$30,000** of taxable supplies (www.revenuquebec.ca), and a small supplier is not required to register for or collect the GST/HST and the QST (www.revenuquebec.ca). Under the threshold, registration numbers need not be printed, which changes what an invoice contains, not what Public details must hold. For registrants, the GST rate has been 5% since January 1, 2008 (www.revenuquebec.ca), and the QST rate is **9.975%** (www.revenuquebec.ca). These matter for the cost comparison because address-service fees are themselves taxable.

## Cost comparison of address options

*Table 3* compares options on documented prices only. It does not assert that any option passes Stripe's verification or delivers privacy. Prices come from each provider's own page and are not directly comparable, since they differ in currency, term, taxes and included services.

| Option | Documented price | Terms, deposits and extras | What it does for customer-facing privacy | Limits stated by sources |
|---|---|---|---|---|
| Home address (no service) | No service fee | None | Shows the home address wherever the support address defaults to it | Required receipt fields cannot be left empty |
| Canada Post Postal Box | Small urban-core box $82.00 for 3 months, $146.00 for 6 months and $214.00 per year, per the price list effective January 1, 2026 (www.canadapost-postescanada.ca) | Key deposit and taxes extra; Canada Post says it does not forward mail sent through a privately administrated mailbox company (www.canadapost-postescanada.ca) | Keeps a home address private for mail | P.O. box not accepted for Canada verification |
| Davinci Virtual, Montreal listing | From $60 per month in USD (www.davincivirtual.com); setup fee $50 (www.davincivirtual.com) | Minimum 6 month term (www.davincivirtual.com); suite number add-on $20.00 per month (www.davincivirtual.com); postage extra (www.davincivirtual.com) | A street address separate from the home | Acceptance by Stripe or the registry not stated |
| Regus, Montreal virtual office | Prices from $3 per day, currency not stated (www.regus.com) | Mail forwarding services incur additional charges (www.regus.com) | A street address separate from the home | No monthly total or deposit shown |
| 2727 Coworking (publisher of this report; direct provider) | Not cited here; current terms are on the publisher's own pages | Business address, virtual office, desks, private offices and meeting rooms in Montreal | A commercial address, or a genuine workspace where one is needed | Same open question as other providers: acceptance by Stripe is unconfirmed |
| Genuine additional workspace | Not benchmarked in this report | Workspace cost plus taxes | Aligns operating, registry and support addresses on one real place | No sourced figure |

Two calculations help interpret *Table 3*. First, the Davinci listing at $60 per month in USD over its 6 month minimum is $360 USD, plus the $50 setup fee, for **$410 USD** before taxes and exchange; over 12 months it is $720 USD plus setup. These are the listing's own numbers multiplied, and the listing does not state whether

Canadian taxes apply. Second, if GST at 5% and QST at 9.975% were both applied to the pre-tax amount, a $214.00 annual Postal Box fee would carry about $32.05 in taxes, for a total near **$246.05**. That illustration assumes both rates apply to the pre-tax amount, which the pages read do not confirm.

None of the sources shows acceptance by Stripe, so the cheapest step is the founder's own audit.

## Implications and Future Directions

The first implication is operational: address consistency is something to audit repeatedly, not once, because Stripe's controls are spread across Public details, Branding, Customer emails, Checkout settings, invoice templates and Tax settings, and a platform can override some of them.

A short checklist condenses the audit:

- **Before the first payment:** confirm the account type, record Public details, and score all eight artifacts in a sandbox.
- **After any Public details edit:** regenerate a receipt and an invoice, and compare them with the earlier ones.
- **After a genuine address change:** update the registry first, then Stripe, then repeat the audit.
- **Before relying on a commercial address:** obtain Stripe's written answer to the template questions.
- **Quarterly:** re-read the Stripe pages cited here for changes and update the "**last verified**" date.
- **For consumer sales:** confirm with a lawyer or the consumer protection office that the disclosed address meets Quebec's definition.

The second implication concerns documentation gaps. Several answers a founder needs are not published in the pages read: whether support address edits reach issued documents, whether a Canadian account may display a support address that differs from its verification address, and how the **hosted invoice page** lays out merchant details. The checklist should carry a "**last verified**" date and be re-run when Stripe's pages change. The Stripe pages read carry no stated publication date, so a version comparison is not possible from them.

The third implication is regulatory. Quebec law distinguishes the register's domicile from a professional address, and consumer law distinguishes an establishment or office from a post office box. A commercial address that is a real, contract-backed place of business may satisfy some of these functions and not others. Founders with consumer customers should take advice from a lawyer or the Office de la protection du consommateur, whose merchant guidance says written pre-contract information must be easy for the consumer to keep and print (www.opc.gouv.qc.ca). The Commission d'accès à l'information describes the duty to publish a privacy policy for organizations collecting personal information by technological means (www.cai.gouv.qc.ca).

Finally, whichever address is on the account must be one at which mail is actually read: Stripe's Canadian service agreement sends notices to the postal address listed in the applicable Stripe account (stripe.com). A founder who uses one address for registry, verification and public support has the simplest audit. A founder who separates them gains privacy and accepts a more complex consistency task.

# Frequently Asked Questions (FAQs)

### What address shows on Stripe receipts?

The receipt uses the business details in Public details, where the customer support address is required alongside the legal business name, support email and privacy policy URL. For Connect, whose settings apply depends on the charge type, as described above.

### What is the Stripe business address on receipts and invoices?

Invoices include public information from Public business information, and if no support address is set Stripe uses the business address. That can be the same address used for verification.

### How can a home address be kept off Stripe receipts?

No Stripe page read describes hiding the support address, since it is required on receipts, and Quebec consumer law requires merchants to disclose an address before a distance contract (www.legisquebec.gouv.qc.ca). The documented approach is to place a genuine, reachable address you are willing to publish in the support field, subject to Stripe's confirmation. Changing a display field does not change what Stripe verifies (support.stripe.com).

### What does Stripe account verification require for a business address in Canada?

A valid **physical Canada address** (support.stripe.com), with P.O. boxes not accepted (support.stripe.com), and a registry check of the business name and address.

### How is the business address changed on Stripe?

For the public support address, edit Public details. For the verification address, no Canada-specific change article was located in this research; the generic article found is limited to US addresses. Update the registry first (www.revenuquebec.ca), then contact Stripe support, mindful that the 14-day grace period is described only for new information Stripe cannot verify after verification is complete (support.stripe.com).

### Can a virtual office address be used for Stripe verification?

The Canada pages read neither approve nor reject **virtual office** addresses; they require a physical Canada address (support.stripe.com). Ask Stripe in writing using the template above, and do not rely on a provider's statement of acceptance.

### What are Stripe public business details for customer receipts?

They are the settings under Public details that control the information displayed on receipts and other Stripe interfaces, including the support email, phone and address customers see, as described above.

### How does home-based business privacy work for a Quebec address?

For a sole proprietor the register shows the home address as the domicile (www.quebec.ca), but a professional address can be declared so a natural person's domicile is not consulted (www.legisquebec.gouv.qc.ca), if it is the person's main place of work or business (www.quebec.ca). That does not change what Stripe prints on receipts.

## Conclusion

The question behind "Stripe receipt address privacy" is answered by an audit, not a single setting. Stripe's documentation establishes that receipt and invoice merchant details come mainly from Public details, that a support address is required on receipts, and that Connect charge types decide whose settings apply. It also establishes that Canadian verification is a separate process requiring a physical Canada address with a registry check.

Three questions remain open in the sources read: whether support address edits reach issued documents, whether a Canadian account may display a support address that differs from its verification address, and whether any commercial mailing address is acceptable for either field. Each should be treated as unknown until Stripe answers in writing, and a dated record of previews should be kept for every artifact before the first customer payment and after any genuine address change.

A commercial address subscription can be a lawful way to give customers a contact address separate from a home, when it is contractually authorized and genuinely used for mail. It does not erase disclosure duties, establish residence or guarantee privacy. Founders with consumer customers in Quebec, or questions about the register, should consult the relevant authority or a lawyer. This report is research, not legal or tax advice.

## Source links

Links cited in this article, in order of first appearance. Full addresses are provided for readers using extracted text.


1. https://docs.stripe.com/receipts
2. https://support.stripe.com/questions/2024-updates-to-canada-verification-requirements-faqs?locale=en-CA
3. https://support.stripe.com/questions/verification-requirements-canada?locale=en-GB
4. https://www.revenuquebec.ca/en/businesses/consumption-taxes/gsthst-and-qst/collecting-gst-and-qst/preparing-invoices
5. https://www.legisquebec.gouv.qc.ca/en/document/cs/p-40.1
6. https://www.quebec.ca/en/businesses-and-self-employed-workers/find-information-about-enterprise/search-enterprise-register/description-information-file
7. https://www.legisquebec.gouv.qc.ca/en/document/cs/p-44.1
8. https://www.davincivirtual.com/loc/ca/quebec/montreal-virtual-offices
9. https://www.canadapost-postescanada.ca/cpc/doc/en/support/prices/consumer-prices.pdf
10. https://support.stripe.com/questions/update-your-business-address?locale=en-GB
11. https://ised-isde.canada.ca/site/sme-research-statistics/en/node/439
12. https://docs.stripe.com/invoicing/customize

13. https://docs.stripe.com/invoicing/invoice-edits.md?testing-method=without-code
14. https://docs.stripe.com/get-started/account/branding
15. https://docs.stripe.com/get-started/account/statement-descriptors
16. https://docs.stripe.com/tax/set-up
17. https://docs.stripe.com/connect/identity-verification
18. https://www.quebec.ca/entreprises-et-travailleurs-autonomes/demarrer-entreprise/immatriculer-constituer-entreprise/nouvelles-obligations-transparence/adresse-professionnelle
19. https://www.canada.ca/en/revenue-agency/services/tax/businesses/topics/gst-hst-businesses/calculate-prepare-report/input-tax-credit.html
20. https://www.revenuquebec.ca/en/businesses/consumption-taxes/gsthst-and-qst/basic-rules-for-applying-the-gsthst-and-qst/keeping-registers-and-supporting-documents
21. https://www.legisquebec.gouv.qc.ca/en/document/cs/p-39.1
22. https://laws-lois.justice.gc.ca/eng/acts/p-8.6/FullText.html
23. https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/p_principle/principles/p_openness
24. https://docs.stripe.com/connect/invoices.md?accounts-namespace=v1
25. https://docs.stripe.com/testing-use-cases
26. https://docs.stripe.com/invoicing/dashboard
27. https://www.revenuquebec.ca/en/businesses/life-cycle/change-of-business-address
28. https://www.canadapost-postescanada.ca/cpc/en/personal/receiving/manage-mail/mail-forwarding.page
29. https://www.canadapost-postescanada.ca/cpc/en/support/articles/addressing-guidelines/civic-address.page
30. https://www.davincivirtual.com/loc/ca/quebec/montreal-virtual-offices/facility-3494
31. https://www.canadapost-postescanada.ca/cpc/en/small-business/rent-post-office-box.page
32. https://www.canada.ca/en/revenue-agency/services/tax/businesses/topics/business-registration/maintain-business/change-address.html
33. https://www.canadapost-postescanada.ca/cpc/en/support/articles/addressing-guidelines/canadian-addresses.page
34. https://stripe.com/en-ca/pricing
35. https://support.stripe.com/questions/pricing-for-post-payment-invoices-for-one-time-purchases-via-checkout-and-payment-links
36. https://www.revenuquebec.ca/en/citizens/consumption-taxes/taxable-zero-rated-or-tax-exempt-goods-and-services/gst-and-qst/other-situations/small-suppliers
37. https://www.revenuquebec.ca/en/businesses/consumption-taxes/gsthst-and-qst/basic-rules-for-applying-the-gsthst-and-qst/tables-of-gst-and-qst-rates
38. https://www.regus.com/en/ca/quebec/montreal/virtual-offices
39. https://www.opc.gouv.qc.ca/commercant/pratique-commerce/contrats-distance/renseignement-avant-contrat
40. https://www.cai.gouv.qc.ca/protection-renseignements-personnels/sujets-et-domaines-dinteret/principaux-changements-loi-25
41. https://stripe.com/en-gb-ca/legal/ssa

THE PUBLISHER

# About 2727 Coworking

2727 Coworking is a Montreal workspace and business-address provider. We serve people who need a place to focus, meet, run a small business or establish a professional mailing presence. Our website offers English and French information about workspace options and services, alongside educational resources for operating a business in Canada.

### A workspace that fits the day

Our workspace options include private offices, day passes and desks, and a conference room. These formats help individuals and teams compare a dedicated office with more flexible ways to work or hold a meeting. Prospective members can explore the virtual tour, review current pricing and book a visit before choosing a workspace.

### Business addresses and mail

2727 Coworking provides business-address and virtual-mailbox services. Our resources explain the documents and practical questions involved, including guidance for people outside Canada. Service eligibility, included features, availability and access arrangements should be confirmed on the applicable service page or with our team.

### Resources for Canadian small businesses

We publish guides, research and planning tools about workspace decisions, business addresses and starting a business in Canada. Our incorporation research includes information for people inside Canada and abroad, with jurisdiction-specific material to help readers identify the next questions to investigate. These educational resources complement our workspace and address services; they are not individualized legal, tax or immigration advice.

### Visit or contact 2727 Coworking

Explore private offices, day passes and desks, the conference room, business addresses and virtual mailboxes. Book a visit or contact the team to discuss your needs.

A business address alone does not establish tax residence, immigration status, banking approval or eligibility for a government program.

**Website:** https://2727coworking.com

This article is educational. Verify consequential medical, legal, financial, regulatory and technical decisions with appropriate professionals and the cited primary sources. Company services are described separately from the article's research findings.