
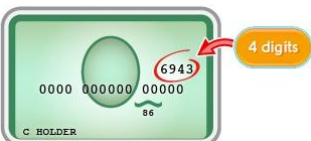


Order Payment Issues

Are you having problems with your online payment? We apologise if you are however it is important that we protect you, our customers, from online fraud.

Normally there are a couple of very simple solutions to help ensure that your payment will go through successfully.

Common Errors	Error explained	Solution
<p>Incorrect Billing Address.</p> <p>The billing address does not match the address where the card is registered with the card company.</p>	<p>During the payment process our systems will automatically cross check the billing address entered against the address where the card is registered. This is to ensure that our customers are protected from credit card fraud.</p> <p>If the billing address does not match the address details held by the card company the payment will not be processed and the order cancelled.</p> <p>Please note that the billing address does not have to be the same as the delivery address. If you wish your order to be delivered to a different address please enter the alternative delivery address in the field available lower down on the check-out page.</p>	<p>Please ensure that the Billing address and postcode matches the address held by the company issuing your card.</p> <p>In some cases there are complications with cards registered outside of the UK. If you fall under this category we suggest that you choose to pay using PayPal. To find more about PayPal click here.</p> <p>If you do not have a PayPal account it is easy to set one up by following the instructions on the PayPal website. However if you do not wish to set up an account it is still possible to make a payment through PayPal as a "Guest".</p>
<p>Incorrect CVC2, CVV2 or CID.</p> <p>The CVC2, CVV2 or CID entered does not match the details on the card.</p>	<p>For the majority of cards this is the three-digit code (CVC2 or CVV2) displayed on the back of your card as shown below.</p>  <p>For American Express this is the four-digit code (CID) displayed on the front of your card as shown below.</p> 	<p>Make sure the three/four digits match.</p>

If you are still not able to successfully make payment please contact our sales support either by [email](#) or by calling 0845 170 6000. Lines are open Monday – Friday from 9.00am – 5.00pm