

## Outstanding Unpaid Order

We're sorry you have experienced payment issues with us recently. If you have an outstanding unpaid order, then your account will be blocked until you pay for this order. To do this, please visit the [groceries website](#) and follow the instructions below:

1. After logging in, you'll be taken to the failed payment page, where you'll see the details of the affected order.
2. Select "**Update payment details**" to access a page showing your current payment methods.
3. Click "**Add New Card**" to enter the card you wish to us (Note: Even if the card is already in your wallet, you'll need to add it again).
4. Once the card is successfully added, a confirmation page will appear, indicating that this card will be used to resolve the failed payment. Click "**Confirm and Continue**".
5. You will then need to complete your bank's security steps to authorise the transaction.
6. After successful completion, you'll be redirected to a confirmation page.
7. You will be able to place a new order with us 24 hours after completing these steps.

## Delivery Pass Payment

If you have received a notification regarding updating your Delivery Pass payment, please follow the steps below to resolve:

1. Go to "My Account" -> "Account Settings" -> "[Payment Details](#)"
2. Click "**Add payment type**" and enter the card you want to use (Note: Even if the card is already in your wallet, you'll need to add it again).
3. Once done, the new card (or a duplicate of the existing one) will appear at the bottom of the screen in the "Not in Use" section.
4. On this card, look for the option "Use as a primary payment method for:" and select "Delivery Pass"
5. Complete the validation check when prompted. The Delivery Pass payment will be processed within 7 days.
6. You can then remove the previously added card if it still appears in the "**Not in Use**" section.

If you are still experiencing payment issues after completing the steps above, please try refreshing the screen and trying again, or try a different device (such as a laptop or desktop PC if trying on your smartphone or app doesn't work).

If you still experience payment issues after completing the steps above or would like any help with completing the above steps, please contact us by calling 0345 611 6111.

Sorry for any inconvenience and thank you for shopping with us.