

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 website and follow the instructions below:

- 1) After logging in, you will be directed to the failed payment page which will display details of the affected order.
- 2) Click on "Update payment details" which will take you to a page detailing the existing payment methods on your account.
- 3) Click on "Add New Card" and add the card you wish to pay with (Please note: you'll need to add your card again, even if the card you wish to pay with is already in your wallet)
- 4) Once the card is successfully added you will be shown a page confirming that the card will be used to clear the failed payment. Click "Confirm and Continue"
- 5) You will be asked to complete security steps by your bank to authorise the value of the transaction
- 6) Once completed successfully, you will be redirected to a confirmation page.
- 7) You will be able to check out a new order with us, 24 hours from completing these steps

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

- 1) Go to My Account -> Accounts Settings -> Payment Details
- 2) Click on "Add payment type" and add the card you wish to pay with (Please note: you'll need to add your card again, even if the card you wish to pay with is already in your wallet)
- 3) Once the above is complete, a new card (or a "copy" of the existing one) will be shown at the bottom of screen in the "Not in use" section
- 4) On this new card you should find an option to select "Use as a primary payment method for:" and click on "Delivery Pass"
- 5) The final step is to complete the validation check when prompted. This will then take the delivery pass payment within 7 days
- 6) You can then remove the previously added card if it is still visible in the "Not in Use" section on your account

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