

We're sorry you have experienced issues paying for an order with us recently.

To enable you to place and edit orders we need to clear your outstanding payment.

There should not be any issues placing new orders once your previous order has been paid for. In order to pay for your previous outstanding order, please use your desktop or laptop and follow the instructions below:

Please follow the steps below to place an order:

1. Ensure you are using a PC or Desktop device
2. Sign out completely from your online grocery account both online and on our app for all devices
3. Clear cookies in your browser settings
4. Open a fresh browser and log back into your account
5. Re-add your payment card and complete the validation check when prompted
6. We will clear the outstanding payment within 48hrs of you completing these steps which will reactivate your account

Please note: you should complete these steps within seven days.

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 enquiry form or by calling 0345 611 6111.