

Problems with payment - troubleshooting

When you receive a payment link from Flexofold you will notice that there is an extra layer of security on our payments. It is called 3D Secure (3DS), and it requires you to go through additional security steps to ensure a safe shopping experience. You may be prompted to go to an authentication page on your bank's website where they enter a password associated with the card or a code sent to your phone. Before you go through those extra steps your order will not be final.

How this 3D secure will look at your end is connected to your card, country or bank. You might use NemId, a special code sent to your phone or your own password. Your card has to be signed up for using 3D secure (contact your bank if you are in doubt - Flexofold will not be able to help you with this).

STEP 1 PAYMENT LINK



STEP 2 CREDIT CARD INFO



STEP 3 3D SECURE



STEP 4 PAYMENT COMPLETED



ARE YOU STILL HAVING TROUBLE...?

If your payment fails, check the following...

- Did you type in all the correct information from your credit card?
- Expiration date credit card. Your card might be expired or close to expiration date (contact your bank).
- Is your account set up for 3D secure payments (contact your bank)?
- Are you allowed to make large overseas payments with your credit card (contact your bank)?
- You might have reached your credit limit (contact your bank)
- Insufficient funds in your account (contact your bank)

