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# KnowledgeBase

*All Articles in All Categories*

# Contents

<b>Main</b>	1
<b>Security and Fraud Prevention</b>	1
<i>Why have I been charged a different amount than what was advertised on the website?</i>	1
<i>Why is there a company's name I have never heard of against the transaction on my bank statement?</i>	1
<i>I believe that there are fraudulent charges on my bank statement. What should I do?</i>	2
<i>How can I be sure that my payment is secure?</i>	2
<i>How can I be sure that the website or online store is trustworthy?</i>	3
<i>What is your privacy policy?</i>	3
<i>What is your refunds policy?</i>	3
<b>How will my account be charged?</b>	5
<i>Why is there a company's name I have never heard of against the transaction on my bank statement?</i>	5
<i>What will the transaction description be on my bank statement?</i>	5
<i>Will I receive a payment receipt?</i>	6
<i>Why haven't I received a confirmation email or receipt?</i>	6
<i>Will I be charged any additional fees or charges?</i>	6
<i>Will the website's name or address appear on my statement?</i>	7
<i>How can I find out more about a specific transaction?</i>	7
<i>What payment types do you support?</i>	7
<b>Finding out about specific transactions.</b>	8
<i>Why have I been charged a different amount than what was advertised on the website?</i>	8
<i>Why is there a company's name I have never heard of against the transaction on my bank statement?</i>	8
<i>How can I be sure that my payment is secure?</i>	9
<i>What is your privacy policy?</i>	9
<i>What will the transaction description be on my bank statement?</i>	10
<i>Will I receive a payment receipt?</i>	10
<i>Will the website's name or address appear on my statement?</i>	10
<i>How can I find out more about a specific transaction?</i>	11
<i>What is my transaction ID?</i>	11
<i>What is the ePaymentSupport Transaction Finder?</i>	12
<i>What is my subscription username?</i>	12
<i>What is my membership ID?</i>	12
<i>How can I review my purchase history?</i>	13
<i>How long before my next billing date do I need to cancel to avoid being charged again?</i>	13
<i>Can I reinstate a cancelled or lapsed membership or subscription account?</i>	14
<b>Technical support and troubleshooting</b>	14
<i>The streaming video on the site is very slow. How can I download the video onto my hard drive?</i>	14
<i>I've forgotten my login details. What should I do?</i>	15
<i>The videos on the website do not work. What should I do?</i>	15
<i>What is 'Flash' and why do I need it to watch videos?</i>	16
<i>What is 'Real Player' and why do I need it to watch videos?</i>	16
<i>What is 'QuickTime' and why do I need it to watch videos?</i>	17
<i>What are cookies and how do I enable them?</i>	17

<i>How can I clear my cookies?</i>	18
<b>About our services</b>	18
<i>What is your privacy policy?</i>	18
<i>Will I be charged any additional fees or charges?</i>	19
<i>What is the ePaymentSupport Transaction Finder?</i>	19
<i>Who is ePaymentSupport?</i>	19
<i>What support services do you provide to customer?</i>	20
<i>What payment types do you support?</i>	20
<i>How long does it take for you to respond to an enquiry?</i>	21
<i>What are your Terms and Conditions of use?</i>	21
<i>What is your refunds policy?</i>	21
<i>How can I review my purchase history?</i>	22
<b>Disputes, refunds and complaints</b>	23
<i>Why have I been charged a different amount than what was advertised on the website?</i>	23
<i>I believe that there are fraudulent charges on my bank statement. What should I do?</i>	23
<i>How can I be sure that the website or online store is trustworthy?</i>	24
<i>What is your privacy policy?</i>	24
<i>I haven't received my order yet. Can I have a refund?</i>	24
<i>I am not satisfied with the product, website or service I have received. Can I have a refund?</i>	25
<i>What is your refunds policy?</i>	26
<i>I want to make a complaint about a website or online store.</i>	27
<i>I want to make a complaint about the way I was charged.</i>	27
<i>I wish to formally dispute a transaction. What should I do?</i>	28
<i>I cancelled my membership but I have still been charged. What should I do?</i>	28
<i>I've changed my mind about my purchase. Can I have a refund?</i>	29
<i>I've received the wrong goods or products. What should I do?</i>	29
<i>I had a trial account but I have been charged for a full subscription. What should I do?</i>	30
<i>How long does it take for a refund to be credited against my bank account?</i>	30
<i>Can I reinstate a cancelled or lapsed membership or subscription account?</i>	31
<b>Product and delivery enquires</b>	31
<i>Why have I been charged a different amount than what was advertised on the website?</i>	31
<i>How can I be sure that my payment is secure?</i>	32
<i>How can I be sure that the website or online store is trustworthy?</i>	32
<i>What will the transaction description be on my bank statement?</i>	32
<i>Will I receive a payment receipt?</i>	33
<i>Will the website's name or address appear on my statement?</i>	33
<i>I haven't received my order yet. Can I have a refund?</i>	34
<i>I am not satisfied with the product, website or service I have received. Can I have a refund?</i>	34
<i>What is your refunds policy?</i>	35
<i>I've changed my mind about my purchase. Can I have a refund?</i>	36
<i>I've received the wrong goods or products. What should I do?</i>	37
<i>How long will it take to receive my goods or order?</i>	37
<i>I want to update my delivery details. What should I do?</i>	38
<i>How can I track the delivery of my order?</i>	38
<i>How can I review my purchase history?</i>	38
<b>Membership and subscription enquiries</b>	39
<i>Why have I been charged a different amount than what was advertised on the website?</i>	39
<i>How can I be sure that my payment is secure?</i>	39
<i>How can I be sure that the website or online store is trustworthy?</i>	40
<i>What will the transaction description be on my bank statement?</i>	40

Will I receive a payment receipt?	40
Will the website's name or address appear on my statement?	41
What is my subscription username?	41
What is my membership ID?	42
I've forgotten my login details. What should I do?	42
I am not satisfied with the product, website or service I have received. Can I have a refund?	43
What is your refunds policy?	43
I cancelled my membership but I have still been charged. What should I do?	44
I had a trial account but I have been charged for a full subscription. What should I do?	45
How can I cancel my subscription or membership?	45
What is recurring billing?	46
How long before my next billing date do I need to cancel to avoid being charged again?	46
Can I reinstate a cancelled or lapsed membership or subscription account?	47
How can I reset my password?	47
<b>Payment troubleshooting</b>	48
Will I receive a payment receipt?	48
Why haven't I received a confirmation email or receipt?	48
How can I find out more about a specific transaction?	48
What is my transaction ID?	49
Why is my credit card payment being declined?	49
Why is your system telling me that my credit card is invalid?	50
Why is my eCheck (ACH) payment being declined?	50
Why is your system telling me that my eCheck is invalid?	51
What is my credit card account number?	51
What is my credit card CVV2 number?	51
What is my ACH (eCheck) routing number?	52
What is my ACH (eCheck) account number?	52
Why is your system not accepting my routing number?	53
What is an 'online routing number'?	53
<b>Staff Tools</b>	53
<b>Customer Support</b>	53
<b>Customer Support Manager</b>	53
.....	54
<b>Customer Support Supervisor</b>	54
.....	54
<b>Customer Support Representatives</b>	54
.....	54
<b>Customer Support Tools &amp; Forms</b>	54
.....	54
.....	54
.....	54
.....	54
.....	54
.....	55
.....	55
<b>Customer Support Policies</b>	55
.....	55
.....	55
.....	55
.....	55
<b>Fraud</b>	55

<b>Fraud Manager</b>	55
	55
	56
<b>Fraud Analyst</b>	56
	56
<b>Fraud Tools</b>	56
	56
	56
	56
	56
	56
<b>Fraud Policies</b>	57
	57
	57
<b>Merchant Support</b>	57
	57
	57
<b>General Tools, Policies and Forms</b>	57
	57
	57
	57
<b>Policy Documents</b>	58
<b>Marketing, Sales and Branding</b>	58
	58
	58
	58
	58
	58
<b>Sales</b>	58
	58
<b>Marketing materials</b>	59
<b>Sales Manager</b>	59
	59
	59
<b>Sales Tools</b>	59
	59
<b>Marketing</b>	59
<b>Marketing Manager</b>	59
	59
<b>Marketing Tools</b>	60
	60
<b>Affiliates</b>	60
<b>Affiliate Manager</b>	60
	60
<b>Affiliates</b>	60
	60
<b>IT</b>	60
<b>Legal</b>	60
<b>Finance</b>	61
<b>Finance Manager</b>	61

---

.....	61
<b>Finance Staff</b> .....	61
<b>Compliance</b> .....	61
.....	61
.....	61
<b>Compliance</b> .....	61
<b>HR</b> .....	61
.....	62
<b>Merchant Accounts</b> .....	62
.....	62
.....	62
.....	62

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## Main Root Category

*There are no articles in this category.*

### Security and Fraud Prevention

Learn more about our approach to security and fraud prevention here.

#### **Why have I been charged a different amount than what was advertised on the website?**

My document title

If you have recently made an online purchase and the amount charged to your credit card is different to the advertised price on the website or online store, there are several possibilities to consider:

Is the advertised price in a different currency to your local currency? Prices advertised on websites may not always be in your local currency, and the transaction may be subject to currency exchange. Has shipping and insurance been included in the price of the item or service? Some online stores may add on these charges at the time of check out.

If you believe that you have been mischarged by a website, please contact our customer support department via support ticket.

When you contact us, please be sure to include the following details: Your name, Your email address, transaction ID, date and amount of purchase, The website or online store where you made your purchase.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

#### **Why is there a company's name I have never heard of against the transaction on my bank statement?**

My document title

Your purchase is processed by one of several industry leading payment processors. This means that the description next to the transaction on your statement (also known as the 'descriptor') will be for the *processor* and not the specific website that you made a purchase from.

When you received your payment confirmation and email receipt, all details of your transaction were provided to you, including purchase information and the name of the descriptor which appears on your statement.

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If you would like more information about this specific transaction, please use our transaction finder tool.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **I believe that there are fraudulent charges on my bank statement. What should I do?**

My document title

We take the security of all of our customers' transactions very seriously and we will work closely with you to identify any fraudulent transactions and quickly resolve the situation.

When you contact our security department, please be sure to include the following important details:

The details of the transaction (you can use our transaction finder tool to help you). The circumstances by which you believe the transaction is fraudulent.

After contacting us, please make sure that you cancel any compromised accounts with your bank or financial provider.

You can contact us by phone, live chat or support ticket.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

I believe that there are fraudulent charges on my account.  
What should I do?

## **How can I be sure that my payment is secure?**

My document title

The security of your transactions and payments is our utmost concern.

All processors supported by ePayment Support are PCI DSS Level 1 compliant, ensuring the maximum security of all cardholder data passed through their secure gateways. Additionally, these processors each take a series of fraud prevention measures to ensure unrivalled security for merchants and customers, including the use of secure socket layer (SSL) encryption to provide military grade security to all persons transacting through their systems.



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You can easily identify a website that is using SSL by the use of 'https://' in the address bar and the presence of the padlock symbol on the bottom bar of your web browser.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## How can I be sure that the website or online store is trustworthy?

My document title

Every website that takes advantage of our world class payment processing technology is subject to stringent standards and is continually audited to ensure that they meet the highest standards of service, security and customer commitment.

We take pride in only providing payment services to trustworthy, reliable and dependable online stores and websites.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What is your privacy policy?

My document title

We take your privacy very seriously.

We will never sell, rent or lend your personal information to any third party and all of your details are protected by industry leading data security.

Read our privacy policy.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What is your refunds policy?

My document title

ePaymentSupport.com has a commitment to ensuring that you are completely satisfied with the product that you have received and the way that your payment has been processed.

In rare situations however, it may be necessary to refund a transaction back to your bank account for a variety of reasons.

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Our general refund policies, subject to our internal business rules are as follows:

**Refunding physical goods and services.**

The website or online store where the purchase was initiated will always be given the opportunity to rectify the situation before a refund through ePaymentSupport.com will be initiated. If the website or online store has not responded to a request to rectify the situation within 72 hours, a refund through ePaymentSupport.com may be considered. If ePaymentSupport.com deems that the website or online store's response is unsatisfactory, a refund may be considered. ePaymentSupport.com may decide that further investigation of the refund request is required, which will be conducted between ePaymentSupport.com and the website or online store before a refund is processed. There may be policies specific to refunds on the online store's website which will be taken into account by our team before a refund is processed. Once a refund has been approved by our team, please allow 10 business days for your payment account to be credited.

**Refunding memberships, subscriptions and digital products.**

The website where the transaction was initiated will always be given the opportunity to rectify the situation before a refund through ePaymentSupport.com will be initiated. If the website has not responded to a request to rectify the situation within 72 hours, a refund through ePaymentSupport.com may be considered. If ePaymentSupport.com deems that the website or online store's response is unsatisfactory, a refund may be considered. ePaymentSupport.com may decide that further investigation of the refund request is required, which will be conducted between ePaymentSupport.com and the website or online store before a refund is processed.

There may be policies specific to refunds on the online store's website which will be taken into account by our team before a refund is processed.

To avoid being recharged, all subscription cancellation requests must be made 24 hours before the billing date.

Once a refund has been approved by our team, please allow 10 business days for your payment account to be credited.

**Refunding duplicate transactions / purchases**

A duplicate transaction is a payment that is made by a customer in error, normally in quick succession. These types of duplicate transactions may or may not be able to be instantly reversed by the ePaymentSupport.com team, depending on the nature of the transaction. Duplicate transactions made for physical goods and services may need to be addressed by the online store or website to ensure that multiple goods or services have not been shipped. ePaySupport will happily liaise with the online store on your behalf in these situations. Depending on the nature of the purchase, duplicate transactions made for subscriptions, memberships or similar online digital products may be instantly refunded, depending on the website's terms and conditions.

**Refunding fraudulent transactions**

If you believe that your account details have been compromised or used fraudulently, you will be eligible for a full refund, pending an investigation by our security department. Please contact our support department by phone to make a compromised account report and initiate the refund process with one of our customer support team.

We pride ourselves on our quick and efficient resolution of all disputes. If you have any further questions about our dispute resolution process, please contact us by support ticket, phone or live chat.

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## How will my account be charged?

Learn more about how your account will be charged.

### Why is there a company's name I have never heard of against the transaction on my bank statement?

My document title

Your purchase is processed by one of several industry leading payment processors. This means that the description next to the transaction on your statement (also known as the 'descriptor') will be for the *processor* and not the specific website that you made a purchase from.

When you received your payment confirmation and email receipt, all details of your transaction were provided to you, including purchase information and the name of the descriptor which appears on your statement.

If you would like more information about this specific transaction, please use our transaction finder tool.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

### What will the transaction description be on my bank statement?

My document title

When you purchase a product, service, membership or subscription on a website or online store, your payment is processed by one of the world's leading payment processors.

That means that the transaction description (also known as the descriptor) will not reflect the specific website's name or address.

When your payment is approved you will receive an emailed receipt with all of the transaction details inside, including the name of the business you purchased from, and the name of the descriptor (of the payment processor) which will appear on your credit card or bank statement.

You can also use the transaction finder tool to identify the descriptor against your transaction.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

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## Will I receive a payment receipt?

My document title

As soon as your payment has been lodged, you will receive a confirmation page in your website browser and a detailed payment receipt by email.

This receipt will include all of the details relating to your transaction.

Please note that this receipt is for your online transaction, not your proof of purchase receipt for the product you purchased online. Your purchase receipt will be sent to you by the website or online store separately, either electronically or by mail, depending on the terms of the specific website.

**ePaymentSupport.com** [Browse our Knowledge Base](#) | [Create a Support Ticket](#) | [Start a Live Chat](#)

## Why haven't I received a confirmation email or receipt?

My document title

As soon as your payment has been accepted, our systems will automatically email you a receipt which is your confirmation of payment.

If you have not received your receipt, it is possible that your email client has blocked the email. Please check your spam or junk folders for the email and be sure to add the sender to your 'safe senders' list.

If you are having problems confirming the details of the transaction, please contact us by support ticket, live chat or by phone.

**ePaymentSupport.com** [Browse our Knowledge Base](#) | [Create a Support Ticket](#) | [Start a Live Chat](#)

## Will I be charged any additional fees or charges?

My document title

The only fees that you will be charged are the ones from the specific website or online store, and any standard usage fees, charged by your bank or credit card provider. You are not charged any payment processing fees by our partner processors, or charged for using the tools on [www.ePaymentSupport.com](http://www.ePaymentSupport.com).

When you make an online purchase, please make sure that you have taken into consideration any currency conversions and shipping, handling and insurance fees that the specific website may have added to the price at the time of purchase.

## **Will the website's name or address appear on my statement?**

My document title

When you purchase a product, service, membership or subscription on a website or online store, your payment is processed by one of the world's leading payment processors. That means that the transaction description (also known as the descriptor) will not reflect the specific website's name or address.

When your payment is approved you will receive an emailed receipt with all of the transaction details inside, including the name of the business you purchased from, and the name of the descriptor (of the payment processor) which will appear on your credit card or bank statement.

You can also use the transaction finder tool to identify the descriptor against your transaction.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **How can I find out more about a specific transaction?**

My document title

The specific details relating to your transaction can be found in two key places.

As soon as your payment was accepted and processed by our system, you will have received a confirmation email and transaction receipt. If you have not received the email receipt, please make sure that you check the spam and junk folders of your email client before adding the address to your 'safe senders' list. You can also find specific details relating to your transaction by using our transaction finder tool.

If you still have questions relating to a specific transaction, please lodge a support ticket to be answered by a member of our customer support team.

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## **What payment types do you support?**

My document title

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ePaymentSupport provides customer service for a wide range of payment types including:

Visa

Mastercard

JCB

American Express

eCheck (US Customers Only)

Direct Debit

bPay (In some areas only)

Direct Debit (In some areas only)

Please note that not all payment types will always be available for individual websites and online stores. Please check with the specific website or online store that you are visiting to view their available payment options.

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## Finding out about specific transactions.

Learn more about specific purchase transactions that you have made.

### **Why have I been charged a different amount than what was advertised on the website?**

My document title

If you have recently made an online purchase and the amount charged to your credit card is different to the advertised price on the website or online store, there are several possibilities to consider:

Is the advertised price in a different currency to your local currency? Prices advertised on websites may not always be in your local currency, and the transaction may be subject to currency exchange. Has shipping and insurance been included in the price of the item or service? Some online stores may add on these charges at the time of check out.

If you believe that you have been mischarged by a website, please contact our customer support department via support ticket.

When you contact us, please be sure to include the following details: Your name, Your email address, transaction ID, date and amount of purchase, The website or online store where you made your purchase.

**ePaymentSupport.com** [Browse our Knowledge Base](#) | [Create a Support Ticket](#) | [Start a Live Chat](#)

### **Why is there a company's name I have never heard of against the transaction on my bank statement?**

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My document title

Your purchase is processed by one of several industry leading payment processors. This means that the description next to the transaction on your statement (also known as the 'descriptor') will be for the *processor* and not the specific website that you made a purchase from.

When you received your payment confirmation and email receipt, all details of your transaction were provided to you, including purchase information and the name of the descriptor which appears on your statement.

If you would like more information about this specific transaction, please use our transaction finder tool.

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## How can I be sure that my payment is secure?

My document title

The security of your transactions and payments is our utmost concern.

All processors supported by ePayment Support are PCI DSS Level 1 compliant, ensuring the maximum security of all cardholder data passed through their secure gateways. Additionally, these processors each take a series of fraud prevention measures to ensure unrivalled security for merchants and customers, including the use of secure socket layer (SSL) encryption to provide military grade security to all persons transacting through their systems.

You can easily identify a website that is using SSL by the use of 'https://' in the address bar and the presence of the padlock symbol on the bottom bar of your web browser.

**ePaymentSupport.com** [Browse our Knowledge Base](#) | [Create a Support Ticket](#) | [Start a Live Chat](#)

## What is your privacy policy?

My document title

We take your privacy very seriously.

We will never sell, rent or lend your personal information to any third party and all of your details are protected by industry leading data security.

[Read our privacy policy.](#)

## **What will the transaction description be on my bank statement?**

My document title

When you purchase a product, service, membership or subscription on a website or online store, your payment is processed by one of the world's leading payment processors.

That means that the transaction description (also known as the descriptor) will not reflect the specific website's name or address.

When your payment is approved you will receive an emailed receipt with all of the transaction details inside, including the name of the business you purchased from, and the name of the descriptor (of the payment processor) which will appear on your credit card or bank statement.

You can also use the transaction finder tool to identify the descriptor against your transaction.

## **Will I receive a payment receipt?**

My document title

As soon as your payment has been lodged, you will receive a confirmation page in your website browser and a detailed payment receipt by email.

This receipt will include all of the details relating to your transaction.

Please note that this receipt is for your online transaction, not your proof of purchase receipt for the product you purchased online. Your purchase receipt will be sent to you by the website or online store separately, either electronically or by mail, depending on the terms of the specific website.

## **Will the website's name or address appear on my statement?**

My document title



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When you purchase a product, service, membership or subscription on a website or online store, your payment is processed by one of the world's leading payment processors. That means that the transaction description (also known as the descriptor) will not reflect the specific website's name or address.

When your payment is approved you will receive an emailed receipt with all of the transaction details inside, including the name of the business you purchased from, and the name of the descriptor (of the payment processor) which will appear on your credit card or bank statement.

You can also use the transaction finder tool to identify the descriptor against your transaction.

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## How can I find out more about a specific transaction?

My document title

The specific details relating to your transaction can be found in two key places.

As soon as your payment was accepted and processed by our system, you will have received a confirmation email and transaction receipt. If you have not received the email receipt, please make sure that you check the spam and junk folders of your email client before adding the address to your 'safe senders' list. You can also find specific details relating to your transaction by using our transaction finder tool.

If you still have questions relating to a specific transaction, please lodge a support ticket to be answered by a member of our customer support team.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What is my transaction ID?

My document title

You may need your transaction ID to use our transaction finder tool to locate a specific transaction.

The transaction ID is a unique number that is given to each transaction made through the system. You can find your transaction ID in your emailed receipt that you received after your

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payment was accepted.

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## What is the ePaymentSupport Transaction Finder?

My document title

The ePaymentSupport.com transaction finder is a handy tool that you can use to locate a specific transaction that you have made and view the time and date it was processed, the amount, the business you purchased from and the transaction descriptor (which appears on your statement).

By entering any two of the following fields you can easily locate any specific transaction:

· Last six digits of your credit card  
Transaction ID Email address Subscription Username Membership ID

If you require any further details about any transaction that you have made, please contact our support team by lodging a support ticket.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What is my subscription username?

My document title

Your subscription username is the word, number or name that you chose when you first signed up for your subscription or membership.

As well as using your subscription username to access your account, it is also used to locate specific information about your purchase history using the ePaymentSupport.com transaction finder.

If you have lost your subscription username, please contact us by support ticket, phone or live chat.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What is my membership ID?

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My document title

You may need your membership ID to use our transaction finder tool to locate a specific transaction.

The membership ID is a unique code or number that was assigned to you when you created your membership account. You can find your membership ID in your emailed receipt that you received after your payment was accepted.

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## How can I review my purchase history?

My document title

Your transaction history and purchase details can be easily viewed using the ePaymentSupport.com transaction finder.

When using the transaction finder, please enter any two of the following details to access your transaction details: Last six digits of your credit card

Transaction ID

Email Address

Subscription Username Membership ID

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## How long before my next billing date do I need to cancel to avoid being charged again?

My document title

In order for you not to be charged again for a recurring charge, it is important that you cancel the membership or subscription 24 hours prior to the normal billing date.

You can cancel your membership either directly with the specific website or by contacting our support department in writing via support ticket or live chat.

When you request a cancellation, please provide the following information:

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Your membership ID (if applicable)Your subscription ID (if applicable)The email address that relates to the membership or subscription  
The name of the website that you wish to cancel your subscription with.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **Can I reinstate a cancelled or lapsed membership or subscription account?**

My document title

It may be possible to reinstate a cancelled or lapsed membership by contacting the specific website and making an enquiry through their support pages.

In the rare instance where you do not hear back from the website's service department within 72 hours, please contact our support department by support ticket, phone or live chat.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **Technical support and troubleshooting**

Learn more about what you can do if you are experiencing technical problems on a website.

## **The streaming video on the site is very slow. How can I download the video onto my hard drive?**

My document title

Streaming content is a technology that allows you almost instant access to videos of any size and length but their ability to seamlessly stream content is reliant on your internet connection and computer settings.

Many websites allow you to download video content onto your hard drive by using a special download link located under or near the video.

Alternatively, by right clicking the link to the video you can select the 'Save Target As' option and choose a location to download the video on your hard drive.

Not all websites will allow you to download streaming content. Please read the terms and

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conditions of the specific website to learn more about their policies relating to downloading content.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **I've forgotten my login details. What should I do?**

My document title

If you have lost your login details to your subscription or membership based website account, you can retrieve them easily in a couple of different places.

Firstly, the website where you have an account may have a tool that you can use to reset your login details. You can visit the website directly and look for the 'Forgotten Password' link.

Secondly, if you are unable to make a request to reset your password through the specific website or online store, please contact our friendly support team by support ticket, live chat or by phone.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

The website where you have an account may have a tool that you can use to reset your login details. You can visit the website directly and look for the 'Forgotten Password' link.

If you are unable to make a request to reset your password through the specific website or online store, please contact our friendly support team by support ticket, live chat or by phone.

## **The videos on the website do not work. What should I do?**

My document title

There are several reasons why a video on a website does not work, but the most common reasons are due to not having the correct plugins installed on your computer.

Plugins allow your web browser play streaming video and audio without needing to download the video onto your hard drive.

For installation instructions and descriptions for the most common types of plugins, please follow

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these external links:

Flash      Real Player      QuickTime

If you have installed the latest version of the required plugin and the videos are still not working, please contact the specific website for additional troubleshooting and assistance by visiting their 'support' or 'contact' pages.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

There are several reasons why a video on a website does not work, but the most common reasons are due to not having the correct plugins installed on your computer.

Plugins allow your web browser play streaming video and audio without needing to download the video onto your hard drive.

For installation instructions and descriptions for the most common types of plugins, please follow these links:

·[^](#) [^](#) [^](#) [^](#) [^](#) [^](#) [^](#) [^](#)  
Flash

·[^](#) [^](#) [^](#) [^](#) [^](#) [^](#) [^](#) [^](#)  
Real Player

·[^](#) [^](#) [^](#) [^](#) [^](#) [^](#) [^](#) [^](#)  
QuickTime

If you have installed the latest version of the required plugin and the videos are still not working, please contact the specific website for additional troubleshooting and assistance.

## What is 'Flash' and why do I need it to watch videos?

My document title

Adobe Flash is a plugin that allows your Internet Browser to stream video and audio content over your internet connection.

You can download Adobe Flash for free from the official website:

<http://get.adobe.com/flashplayer/>

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What is 'Real Player' and why do I need it to watch videos?

My document title

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Real Player is a plugin that allows your Internet Browser to stream video and audio content over your internet connection.

You can download Real Player for free from the official website:

<http://www.real.com/realplayer>

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **What is 'QuickTime' and why do I need it to watch videos?**

My document title

Quicktime is a plugin that allows your Internet Browser to stream video and audio content over your internet connection.

You can download QuickTime for free from the official website:

<http://www.apple.com/quicktime/download/>

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **What are cookies and how do I enable them?**

My document title

Cookies are small files that your Internet browser uses to store your personal preferences and user profiles for specific websites. In order to deliver a great experience, many websites require that you enable cookies on your Internet browser.

For specific instructions on how to enable cookies on your browser, please follow these links:

- Internet Explorer 7+
- Internet Explorer 6-
- Mozilla Firefox
- Google Chrome
- Safari

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Cookies are generally considered to be safe for most computer users and it should be noted that although cookies cannot be used to transmit computer viruses or malware, they can pose a security risk as they are designed to track and store information.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## How can I clear my cookies?

My document title

If you are having problems logging into or using a site you may need to clear your cookies from within your browser.

For specific instructions on how to enable cookies on your browser, please follow these links:

Internet Explorer 7+  
Internet Explorer 6-  
Mozilla Firefox  
Google Chrome  
Safari

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

**About our services**  
Learn more about our customer support services.

## What is your privacy policy?

My document title

We take your privacy very seriously.

We will never sell, rent or lend your personal information to any third party and all of your details are protected by industry leading data security.

Read our privacy policy.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat



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## Will I be charged any additional fees or charges?

My document title

The only fees that you will be charged are the ones from the specific website or online store, and any standard usage fees, charged by your bank or credit card provider. You are not charged any payment processing fees by our partner processors, or charged for using the tools on [www.ePaymentSupport.com](http://www.ePaymentSupport.com).

When you make an online purchase, please make sure that you have taken into consideration any currency conversions and shipping, handling and insurance fees that the specific website may have added to the price at the time of purchase.

**ePaymentSupport.com** [Browse our Knowledge Base](#) | [Create a Support Ticket](#) | [Start a Live Chat](#)

## What is the ePaymentSupport Transaction Finder?

My document title

The ePaymentSupport.com transaction finder is a handy tool that you can use to locate a specific transaction that you have made and view the time and date it was processed, the amount, the business you purchased from and the transaction descriptor (which appears on your statement).

By entering any two of the following fields you can easily locate any specific transaction:

· Last six digits of your credit card  
Transaction ID  
Email address  
Subscription Username  
Membership ID

If you require any further details about any transaction that you have made, please contact our support team by lodging a support ticket.

**ePaymentSupport.com** [Browse our Knowledge Base](#) | [Create a Support Ticket](#) | [Start a Live Chat](#)

## Who is ePaymentSupport?

My document title

ePaymentSupport is a dedicated customer support company that provides support services to some of the world's leading payment processors.

With a variety of convenient contact options and friendly and professional service, we are dedicated to resolving all of your enquiries in a prompt and efficient manner.

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You can contact us by support ticket, phone or live chat.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What support services do you provide to customer?

My document title

ePaymentSupport only provides customer support for leading global online payment processors: and that means that we like to think that we are very good at what we do.

We can help you with all of your payment support enquiries including:

identifying specific transactions, security and fraud prevention, troubleshooting and technical support information about how your account will be charged Product and service enquiries Membership and subscription enquiries Disputes, Refunds and requests

To answer your query, please browse our knowledge base, raise a support ticket, start a live chat or contact us by phone

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What payment types do you support?

My document title

ePaymentSupport provides customer service for a wide range of payment types including:

Visa

Mastercard

JCB

American Express

eCheck (US Customers Only)

Direct Debit

bPay (In some areas only)

Direct Debit (In some areas only)

Please note that not all payment types will always be available for individual websites and online stores. Please check with the specific website or online store that you are visiting to view their available payment options.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

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## How long does it take for you to respond to an enquiry?

My document title

We pride ourselves on providing prompt, efficient and friendly customer support.

For all support tickets, please allow up to 72 hours for a response.

**ePaymentSupport.com** [Browse our Knowledge Base](#) | [Create a Support Ticket](#) | [Start a Live Chat](#)

## What are your Terms and Conditions of use?

My document title

Please view our terms and conditions of use.

**ePaymentSupport.com** [Browse our Knowledge Base](#) | [Create a Support Ticket](#) | [Start a Live Chat](#)

## What is your refunds policy?

My document title

ePaymentSupport.com has a commitment to ensuring that you are completely satisfied with the product that you have received and the way that your payment has been processed.

In rare situations however, it may be necessary to refund a transaction back to your bank account for a variety of reasons.

Our general refund policies, subject to our internal business rules are as follows:

### **Refunding physical goods and services.**

The website or online store where the purchase was initiated will always be given the opportunity to rectify the situation before a refund through ePaymentSupport.com will be initiated. If the website or online store has not responded to a request to rectify the situation within 72 hours, a refund through ePaymentSupport.com may be considered. If ePaymentSupport.com deems that the website or online store's response is unsatisfactory, a refund may be considered. ePaymentSupport.com may decide that further investigation of the refund request is required, which will be conducted between ePaymentSupport.com and the website or online store before a refund is processed. There may be policies specific to refunds on the online store's website which will be taken into account by our team before a refund is processed. Once a refund has been approved by our team, please allow 10 business days for your payment account to be credited.

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**Refunding memberships, subscriptions and digital products.** The website where the transaction was initiated will always be given the opportunity to rectify the situation before a refund through ePaymentSupport.com will be initiated. If the website has not responded to a request to rectify the situation within 72 hours, a refund through ePaymentSupport.com may be considered. If ePaymentSupport.com deems that the website or online store's response is unsatisfactory, a refund may be considered. ePaymentSupport.com may decide that further investigation of the refund request is required, which will be conducted between ePaymentSupport.com and the website or online store before a refund is processed. There may be policies specific to refunds on the online store's website which will be taken into account by our team before a refund is processed. To avoid being recharged, all subscription cancellation requests must be made 24 hours before the billing date. Once a refund has been approved by our team, please allow 10 business days for your payment account to be credited.

**Refunding duplicate transactions / purchases**

A duplicate transaction is a payment that is made by a customer in error, normally in quick succession. These types of duplicate transactions may or may not be able to be instantly reversed by the ePaymentSupport.com team, depending on the nature of the transaction. Duplicate transactions made for physical goods and services may need to be addressed by the online store or website to ensure that multiple goods or services have not been shipped. ePaySupport will happily liaise with the online store on your behalf in these situations. Depending on the nature of the purchase, duplicate transactions made for subscriptions, memberships or similar online digital products may be instantly refunded, depending on the website's terms and conditions.

**Refunding fraudulent transactions**

If you believe that your account details have been compromised or used fraudulently, you will be eligible for a full refund, pending an investigation by our security department. Please contact our support department by phone to make a compromised account report and initiate the refund process with one of our customer support team.

We pride ourselves on our quick and efficient resolution of all disputes. If you have any further questions about our dispute resolution process, please contact us by support ticket, phone or live chat.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

**How can I review my purchase history?**

My document title

Your transaction history and purchase details can be easily viewed using the ePaymentSupport.com transaction finder.

When using the transaction finder, please enter any two of the following details to access your transaction details: Last six digits of your credit card  
Transaction ID

## Disputes, refunds and complaints

Learn what to do if you have need to raise a transaction dispute or complaint with  
US.

### **Why have I been charged a different amount than what was advertised on the website?**

My document title

If you have recently made an online purchase and the amount charged to your credit card is different to the advertised price on the website or online store, there are several possibilities to consider:

Is the advertised price in a different currency to your local currency? Prices advertised on websites may not always be in your local currency, and the transaction may be subject to currency exchange. Has shipping and insurance been included in the price of the item or service? Some online stores may add on these charges at the time of check out.

If you believe that you have been mischarged by a website, please contact our customer support department via support ticket.

When you contact us, please be sure to include the following details: Your name, Your email address, transaction ID, date and amount of purchase, The website or online store where you made your purchase.

### **I believe that there are fraudulent charges on my bank statement. What should I do?**

My document title

We take the security of all of our customers' transactions very seriously and we will work closely with you to identify any fraudulent transactions and quickly resolve the situation.

When you contact our security department, please be sure to include the following important details:

The details of the transaction (you can use our transaction finder tool to help you). The circumstances by which you believe the transaction is fraudulent.

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After contacting us, please make sure that you cancel any compromised accounts with your bank or financial provider.

You can contact us by phone, live chat or support ticket.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

I believe that there are fraudulent charges on my account.  
What should I do?

## **How can I be sure that the website or online store is trustworthy?**

My document title

Every website that takes advantage of our world class payment processing technology is subject to stringent standards and is continually audited to ensure that they meet the highest standards of service, security and customer commitment.

We take pride in only providing payment services to trustworthy, reliable and dependable online stores and websites.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **What is your privacy policy?**

My document title

We take your privacy very seriously.

We will never sell, rent or lend your personal information to any third party and all of your details are protected by industry leading data security.

Read our privacy policy.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **I haven't received my order yet. Can I have a refund?**

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My document title

Depending on the specific website or online store where you made a purchase, the delivery times may vary greatly from instantly delivery (for many digital products) to up to 14 business day delivery for overseas-based companies.

Before applying for a refund with [www.ePaymentSupport.com](http://www.ePaymentSupport.com), it is important that you attempt to contact the merchant to discuss the delivery status of your order.

If you are having difficulty contacting the merchant, our customer support team can contact the website or online store on your behalf.

In the rare instance that you do not receive a satisfactory response from the website or online store, [ePaymentSupport.com](http://ePaymentSupport.com) will happily raise a request for a refund for you in-line with our refund policy.

You can contact us by support ticket, phone or by live chat.

**Note:** *ePaymentSupport only provides support for payment related enquiries and we have no information regarding your product you have ordered or delivery status. For all product related enquiries, please contact the website or online store directly by visiting their contact pages.*

**ePaymentSupport.com** [Browse our Knowledge Base](#) | [Create a Support Ticket](#) | [Start a Live Chat](#)

## **I am not satisfied with the product, website or service I have received. Can I have a refund?**

My document title

It is very important that you are satisfied with the purchase that you have made through our payment processors and [ePaymentSupport](http://ePaymentSupport.com) in conjunction with all of the websites and online stores which we support. We strive to provide you a solution for any dispute, problem or dissatisfaction that you may have.

As a courtesy to all of our online stores and websites, we will always provide them with an opportunity to address your dissatisfaction before our team refunds your purchase, in line with our refunds policy.

You can contact the website or online store directly by contacting them via their contact pages.

If you have not received a satisfactory response from the website or online store, please contact

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us and one of our friendly customer support agents will contact the merchant on your behalf.

You can contact us by support ticket, phone or by live chat.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What is your refunds policy?

My document title

ePaymentSupport.com has a commitment to ensuring that you are completely satisfied with the product that you have received and the way that your payment has been processed.

In rare situations however, it may be necessary to refund a transaction back to your bank account for a variety of reasons.

Our general refund policies, subject to our internal business rules are as follows:

### **Refunding physical goods and services.**

The website or online store where the purchase was initiated will always be given the opportunity to rectify the situation before a refund through ePaymentSupport.com will be initiated. If the website or online store has not responded to a request to rectify the situation within 72 hours, a refund through ePaymentSupport.com may be considered. If ePaymentSupport.com deems that the website or online store's response is unsatisfactory, a refund may be considered. ePaymentSupport.com may decide that further investigation of the refund request is required, which will be conducted between ePaymentSupport.com and the website or online store before a refund is processed. There may be policies specific to refunds on the online store's website which will be taken into account by our team before a refund is processed. Once a refund has been approved by our team, please allow 10 business days for your payment account to be credited.

**Refunding memberships, subscriptions and digital products.** The website where the transaction was initiated will always be given the opportunity to rectify the situation before a refund through ePaymentSupport.com will be initiated. If the website has not responded to a request to rectify the situation within 72 hours, a refund through ePaymentSupport.com may be considered. If ePaymentSupport.com deems that the website or online store's response is unsatisfactory, a refund may be considered.

ePaymentSupport.com may decide that further investigation of the refund request is required, which will be conducted between ePaymentSupport.com and the website or online store before a refund is processed.

There may be policies specific to refunds on the online store's website which will be taken into account by our team before a refund is processed.

To avoid being recharged, all subscription cancellation requests must be made 24 hours before the billing date.

Once a refund has been approved by our team, please allow 10 business days for your payment account to be credited.

### **Refunding duplicate transactions / purchases**

A duplicate transaction is a payment that is made by a customer in error, normally in quick



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succession. These types of duplicate transactions may or may not be able to be instantly reversed by the ePaymentSupport.com team, depending on the nature of the transaction. Duplicate transactions made for physical goods and services may need to be addressed by the online store or website to ensure that multiple goods or services have not been shipped. ePaySupport will happily liaise with the online store on your behalf in these situations. Depending on the nature of the purchase, duplicate transactions made for subscriptions, memberships or similar online digital products may be instantly refunded, depending on the website's terms and conditions.

### **Refunding fraudulent transactions**

If you believe that your account details have been compromised or used fraudulently, you will be eligible for a full refund, pending an investigation by our security department. Please contact our support department by phone to make a compromised account report and initiate the refund process with one of our customer support team.

We pride ourselves on our quick and efficient resolution of all disputes. If you have any further questions about our dispute resolution process, please contact us by support ticket, phone or live chat.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **I want to make a complaint about a website or online store.**

My document title

We take all complaints about our service partners very seriously.

Should you have a complaint about a specific website or online store, please contact us by support ticket, being sure to include the following details:

The name of the specific website or online store you wish to raise a complaint about  
The nature of your complaint  
The time, date, transaction ID and amount of the transaction, if applicable  
Your preferred contact method and availability.

Â One of our friendly staff will contact you as soon as possible to discuss your complaint and work towards a resolution with you.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **I want to make a complaint about the way I was charged.**

My document title

We take all complaints about our service partners very seriously.

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Should you have a complaint about a specific transaction and the way it has been processed, please contact us by support ticket, being sure to include the following details:

The time, date, transaction ID and amount of the transaction, if applicable  
The nature of your complaint.  
Your preferred contact method and availability.

One of our friendly staff will contact you as soon as possible to discuss your complaint and work towards a resolution with you.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **I wish to formally dispute a transaction. What should I do?**

My document title

ePaymentSupport.com has a commitment to providing unparalleled support for all of your payment processing issues, questions and disputes. At ePaymentSupport we pride ourselves on addressing all concerns and possible disputes efficiently and in a timely manner.

Before you formally raise a dispute with your bank or financial association, please contact our support department and allow one of our friendly support agents attempt to resolve any issue that you may have.

You can contact us by support ticket, phone or live chat. When you contact us, please ensure that you include the following details in your request: The time, date, transaction ID and amount of the transaction, if applicable  
The nature of your dispute.  
Your preferred contact method and availability.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **I cancelled my membership but I have still been charged. What should I do?**

My document title

If you have cancelled your membership or subscription either through the specific website or through one of our support team, please contact our support department by support ticket immediately for a refund of your membership fee.

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When you write to us, please be sure to attach your cancellation receipt in order for us to quickly refund your transaction charge.

Please note that in order to not be charged again for an ongoing membership or transaction, you will need to cancel your membership with us a full 24 hours before the billing date.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **I've changed my mind about my purchase. Can I have a refund?**

My document title

Depending on the nature of your purchase and the terms and conditions of the specific website or online store, it may be possible to cancel your purchase and receive a full or partial refund.

Your first step should be to attempt to contact the website or online store directly by visiting their contact pages to avoid dispatching the order and increasing the likelihood of a full refund.

In the rare case that you are unable to contact the website or online store directly, please contact us by support ticket, phone or live chat.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **I've received the wrong goods or products. What should I do?**

My document title

If you have received the wrong goods or product, you will be eligible either for a replacement or a refund of the purchase price, depending on the terms and conditions of the online store or website where you initiated the transaction.

Your first step should be to attempt to contact the website or online store directly by visiting their contact pages to discuss either replacing, returning or refunding the goods or products purchased.

In the rare case that you are unable to contact the website or online store directly, please contact us by support ticket, phone or live chat.

When you contact us, please be sure to include the following details:

The time, date, transaction ID and amount of the transaction  
The name of the website, vendor or online store,

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The nature of your dispute or query  
Your preferred contact method and availability.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **I had a trial account but I have been charged for a full subscription. What should I do?**

My document title

When signing up for a trial membership, it is very important to carefully read the website's terms and conditions, as these types of memberships will often convert to a full paid subscription at the conclusion of the trial.

If you still believe that you have been charged in error after reviewing the website's terms and conditions, please contact our support department by support ticket, phone or live chat.

When you contact us, please be sure to include the following details:  
The time, date, transaction ID and amount of the transaction  
The name of the website, vendor or online store,  
The nature of your dispute or query  
Your preferred contact method and availability.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **How long does it take for a refund to be credited against my bank account?**

Although all refunds are applied instantly by our team, it can take up to 10 business days for your bank or financial institution to post the refund against your account.

As each financial institution processes account credits differently, please contact your financial provider directly if you have any questions about the way that they will post the refund applied by ePaymentSupport.com to your account.

In the rare occasion that your refund has not been applied in 10 business days, please contact our support department by support ticket, phone or live chat.

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Â ePaymentSupport.com

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Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

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## **Can I reinstate a cancelled or lapsed membership or subscription account?**

My document title

It may be possible to reinstate a cancelled or lapsed membership by contacting the specific website and making an enquiry through their support pages.

In the rare instance where you do not hear back from the website's service department within 72 hours, please contact our support department by support ticket, phone or live chat.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

**Product and delivery enquires**  
Learn more about specific product and delivery inquiries.

## **Why have I been charged a different amount than what was advertised on the website?**

My document title

If you have recently made an online purchase and the amount charged to your credit card is different to the advertised price on the website or online store, there are several possibilities to consider:

Is the advertised price in a different currency to your local currency? Prices advertised on websites may not always be in your local currency, and the transaction may be subject to currency exchange. Has shipping and insurance been included in the price of the item or service? Some online stores may add on these charges at the time of check out.

If you believe that you have been mischarged by a website, please contact our customer support department via support ticket.

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When you contact us, please be sure to include the following details:Your name,Your email address, transaction ID, date and amount of purchase,The website or online store where you made your purchase.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## How can I be sure that my payment is secure?

My document title

The security of your transactions and payments is our utmost concern.

All processors supported by ePayment Support are PCI DSS Level 1 compliant, ensuring the maximum security of all cardholder data passed through their secure gateways. Additionally, these processors each take a series of fraud prevention measures to ensure unrivalled security for merchants and customers, including the use of secure socket layer (SSL) encryption to provide military grade security to all persons transacting through their systems.

You can easily identify a website that is using SSL by the use of 'https://' in the address bar and the presence of the padlock symbol on the bottom bar of your web browser.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## How can I be sure that the website or online store is trustworthy?

My document title

Every website that takes advantage of our world class payment processing technology is subject to stringent standards and is continually audited to ensure that they meet the highest standards of service, security and customer commitment.

We take pride in only providing payment services to trustworthy, reliable and dependable online stores and websites.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What will the transaction description be on my bank statement?

My document title

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When you purchase a product, service, membership or subscription on a website or online store, your payment is processed by one of the world's leading payment processors.

That means that the transaction description (also known as the descriptor) will not reflect the specific website's name or address.

When your payment is approved you will receive an emailed receipt with all of the transaction details inside, including the name of the business you purchased from, and the name of the descriptor (of the payment processor) which will appear on your credit card or bank statement.

You can also use the transaction finder tool to identify the descriptor against your transaction.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **Will I receive a payment receipt?**

My document title

As soon as your payment has been lodged, you will receive a confirmation page in your website browser and a detailed payment receipt by email.

This receipt will include all of the details relating to your transaction.

Please note that this receipt is for your online transaction, not your proof of purchase receipt for the product you purchased online. Your purchase receipt will be sent to you by the website or online store separately, either electronically or by mail, depending on the terms of the specific website.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **Will the website's name or address appear on my statement?**

My document title

When you purchase a product, service, membership or subscription on a website or online store, your payment is processed by one of the world's leading payment processors. That means that the transaction description (also known as the descriptor) will not reflect the specific website's name or address.

When your payment is approved you will receive an emailed receipt with all of the transaction details inside, including the name of the business you purchased from, and the name of the

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descriptor (of the payment processor) which will appear on your credit card or bank statement.

You can also use the transaction finder tool to identify the descriptor against your transaction.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **I haven't received my order yet. Can I have a refund?**

My document title

Depending on the specific website or online store where you made a purchase, the delivery times may vary greatly from instantly delivery (for many digital products) to up to 14 business day delivery for overseas-based companies.

Before applying for a refund with [www.ePaymentSupport.com](http://www.ePaymentSupport.com), it is important that you attempt to contact the merchant to discuss the delivery status of your order.

If you are having difficulty contacting the merchant, our customer support team can contact the website or online store on your behalf.

In the rare instance that you do not receive a satisfactory response from the website or online store, [ePaymentSupport.com](http://www.ePaymentSupport.com) will happily raise a request for a refund for you in-line with our refund policy.

You can contact us by support ticket, phone or by live chat.

**Note:** *ePaymentSupport only provides support for payment related enquiries and we have no information regarding your product you have ordered or delivery status. For all product related enquiries, please contact the website or online store directly by visiting their contact pages.*

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **I am not satisfied with the product, website or service I have received. Can I have a refund?**

My document title

It is very important that you are satisfied with the purchase that you have made through our payment processors and [ePaymentSupport](http://www.ePaymentSupport.com) in conjunction with all of the websites and online stores which we support. We strive to provide you a solution for any dispute, problem or dissatisfaction that you may have.



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As a courtesy to all of our online stores and websites, we will always provide them with an opportunity to address your dissatisfaction before our team refunds your purchase, in line with our refunds policy.

You can contact the website or online store directly by contacting them via their contact pages.

If you have not received a satisfactory response from the website or online store, please contact us and one of our friendly customer support agents will contact the merchant on your behalf.

You can contact us by support ticket, phone or by live chat.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What is your refunds policy?

My document title

ePaymentSupport.com has a commitment to ensuring that you are completely satisfied with the product that you have received and the way that your payment has been processed.

In rare situations however, it may be necessary to refund a transaction back to your bank account for a variety of reasons.

Our general refund policies, subject to our internal business rules are as follows:

### **Refunding physical goods and services.**

The website or online store where the purchase was initiated will always be given the opportunity to rectify the situation before a refund through ePaymentSupport.com will be initiated. If the website or online store has not responded to a request to rectify the situation within 72 hours, a refund through ePaymentSupport.com may be considered. If ePaymentSupport.com deems that the website or online store's response is unsatisfactory, a refund may be considered. ePaymentSupport.com may decide that further investigation of the refund request is required, which will be conducted between ePaymentSupport.com and the website or online store before a refund is processed. There may be policies specific to refunds on the online store's website which will be taken into account by our team before a refund is processed. Once a refund has been approved by our team, please allow 10 business days for your payment account to be credited.

**Refunding memberships, subscriptions and digital products.** The website where the transaction was initiated will always be given the opportunity to rectify the situation before a refund through ePaymentSupport.com will be initiated. If the website has not responded to a request to rectify the situation within 72 hours, a refund through ePaymentSupport.com may be considered. If ePaymentSupport.com deems that the website or online store's response is unsatisfactory, a refund may be considered. ePaymentSupport.com may decide that further investigation of the refund request is required,

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which will be conducted between ePaymentSupport.com and the website or online store before a refund is processed.

There may be policies specific to refunds on the online store's website which will be taken into account by our team before a refund is processed.

To avoid being recharged, all subscription cancellation requests must be made 24 hours before the billing date.

Once a refund has been approved by our team, please allow 10 business days for your payment account to be credited.

### **Refunding duplicate transactions / purchases**

A duplicate transaction is a payment that is made by a customer in error, normally in quick succession. These types of duplicate transactions may or may not be able to be instantly reversed by the ePaymentSupport.com team, depending on the nature of the transaction.

Duplicate transactions made for physical goods and services may need to be addressed by the online store or website to ensure that multiple goods or services have not been shipped.

ePaySupport will happily liaise with the online store on your behalf in these situations.

Depending on the nature of the purchase, duplicate transactions made for subscriptions, memberships or similar online digital products may be instantly refunded, depending on the website's terms and conditions.

### **Refunding fraudulent transactions**

If you believe that your account details have been compromised or used fraudulently, you will be eligible for a full refund, pending an investigation by our security department. Please contact our support department by phone to make a compromised account report and initiate the refund process with one of our customer support team.

We pride ourselves on our quick and efficient resolution of all disputes. If you have any further questions about our dispute resolution process, please contact us by support ticket, phone or live chat.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **I've changed my mind about my purchase. Can I have a refund?**

My document title

Depending on the nature of your purchase and the terms and conditions of the specific website or online store, it may be possible to cancel your purchase and receive a full or partial refund.

Your first step should be to attempt to contact the website or online store directly by visiting their contact pages to avoid dispatching the order and increasing the likelihood of a full refund.

In the rare case that you are unable to contact the website or online store directly, please contact us by support ticket, phone or live chat.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

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## I've received the wrong goods or products. What should I do?

My document title

If you have received the wrong goods or product, you will be eligible either for a replacement or a refund of the purchase price, depending on the terms and conditions of the online store or website where you initiated the transaction.

Your first step should be to attempt to contact the website or online store directly by visiting their contact pages to discuss either replacing, returning or refunding the goods or products purchased.

In the rare case that you are unable to contact the website or online store directly, please contact us by support ticket, phone or live chat.

When you contact us, please be sure to include the following details:

- The time, date, transaction ID and amount of the transaction
- The name of the website, vendor or online store,
- The nature of your dispute or query
- Your preferred contact method and availability.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## How long will it take to receive my goods or order?

My document title

Speaking generally, the time taken to deliver goods and products will depend on the nature of the delivery, the geographic location of the online store and the shipping method used to deliver your purchase.

Please refer to the website or online store for their delivery terms and conditions and to enquire directly with them regarding to the delivery status of your purchase.

**Please note:** *ePaymentSupport.com only provides support for payment related enquiries and we have no information regarding your product you have ordered or delivery status. For all product related enquiries, please contact the website or online store directly by visiting their contact pages.*

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

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## **I want to update my delivery details. What should I do?**

My document title

As ePaymentSupport.com provides support for payments and does not have any information relating to your purchase or delivery, we are unable to update your delivery details.

For all changes to delivery details, subscriptions, memberships and other similar enquiries, please contact the website or online store directly by visiting their website and accessing their contact page.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **How can I track the delivery of my order?**

My document title

As ePaymentSupport.com provides support for payments and does not have any information relating to your purchase or delivery, we are unable to provide you with a delivery tracking number.

For all delivery related and tracking enquiries, please contact the website or online store directly by visiting their website and accessing their contact page.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **How can I review my purchase history?**

My document title

Your transaction history and purchase details can be easily viewed using the ePaymentSupport.com transaction finder.

When using the transaction finder, please enter any two of the following details to access your transaction details: Last six digits of your credit card

Transaction ID

Email Address

Subscription Username Membership ID

**Membership and subscription enquiries**  
Learn more about specific subscription or membership enquiries.

## **Why have I been charged a different amount than what was advertised on the website?**

My document title

If you have recently made an online purchase and the amount charged to your credit card is different to the advertised price on the website or online store, there are several possibilities to consider:

Is the advertised price in a different currency to your local currency? Prices advertised on websites may not always be in your local currency, and the transaction may be subject to currency exchange. Has shipping and insurance been included in the price of the item or service? Some online stores may add on these charges at the time of check out.

If you believe that you have been mischarged by a website, please contact our customer support department via support ticket.

When you contact us, please be sure to include the following details: Your name, Your email address, transaction ID, date and amount of purchase, The website or online store where you made your purchase.

## **How can I be sure that my payment is secure?**

My document title

The security of your transactions and payments is our utmost concern.

All processors supported by ePayment Support are PCI DSS Level 1 compliant, ensuring the maximum security of all cardholder data passed through their secure gateways. Additionally, these processors each take a series of fraud prevention measures to ensure unrivalled security for merchants and customers, including the use of secure socket layer (SSL) encryption to provide military grade security to all persons transacting through their systems.

You can easily identify a website that is using SSL by the use of 'https://' in the address bar and the presence of the padlock symbol on the bottom bar of your web browser.

## **How can I be sure that the website or online store is trustworthy?**

My document title

Every website that takes advantage of our world class payment processing technology is subject to stringent standards and is continually audited to ensure that they meet the highest standards of service, security and customer commitment.

We take pride in only providing payment services to trustworthy, reliable and dependable online stores and websites.

## **What will the transaction description be on my bank statement?**

My document title

When you purchase a product, service, membership or subscription on a website or online store, your payment is processed by one of the world's leading payment processors.

That means that the transaction description (also known as the descriptor) will not reflect the specific website's name or address.

When your payment is approved you will receive an emailed receipt with all of the transaction details inside, including the name of the business you purchased from, and the name of the descriptor (of the payment processor) which will appear on your credit card or bank statement.

You can also use the transaction finder tool to identify the descriptor against your transaction.

## **Will I receive a payment receipt?**

My document title

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As soon as your payment has been lodged, you will receive a confirmation page in your website browser and a detailed payment receipt by email.

This receipt will include all of the details relating to your transaction.

Please note that this receipt is for your online transaction, not your proof of purchase receipt for the product you purchased online. Your purchase receipt will be sent to you by the website or online store separately, either electronically or by mail, depending on the terms of the specific website.

**ePaymentSupport.com** [Browse our Knowledge Base](#) | [Create a Support Ticket](#) | [Start a Live Chat](#)

## **Will the website's name or address appear on my statement?**

My document title

When you purchase a product, service, membership or subscription on a website or online store, your payment is processed by one of the world's leading payment processors. That means that the transaction description (also known as the descriptor) will not reflect the specific website's name or address.

When your payment is approved you will receive an emailed receipt with all of the transaction details inside, including the name of the business you purchased from, and the name of the descriptor (of the payment processor) which will appear on your credit card or bank statement.

You can also use the transaction finder tool to identify the descriptor against your transaction.

**ePaymentSupport.com** [Browse our Knowledge Base](#) | [Create a Support Ticket](#) | [Start a Live Chat](#)

## **What is my subscription username?**

My document title

Your subscription username is the word, number or name that you chose when you first signed up for your subscription or membership.

As well as using your subscription username to access your account, it is also used to locate specific information about your purchase history using the ePaymentSupport.com transaction finder.

If you have lost your subscription username, please contact us by support ticket, phone or live chat.

## What is my membership ID?

My document title

You may need your membership ID to use our transaction finder tool to locate a specific transaction.

The membership ID is a unique code or number that was assigned to you when you created your membership account. You can find your membership ID in your emailed receipt that you received after your payment was accepted.

## I've forgotten my login details. What should I do?

My document title

If you have lost your login details to your subscription or membership based website account, you can retrieve them easily in a couple of different places.

Firstly, the website where you have an account may have a tool that you can use to reset your login details. You can visit the website directly and look for the 'Forgotten Password' link.

Secondly, if you are unable to make a request to reset your password through the specific website or online store, please contact our friendly support team by support ticket, live chat or by phone.

The website where you have an account may have a tool that you can use to reset your login details. You can visit the website directly and look for the 'Forgotten Password' link.

If you are unable to make a request to reset your password through the specific website or online store, please contact our friendly support team by support ticket, live chat or by phone.

## I am not satisfied with the product, website or service I have received.



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## Can I have a refund?

My document title

It is very important that you are satisfied with the purchase that you have made through our payment processors and ePaymentSupport in conjunction with all of the websites and online stores which we support. We strive to provide you a solution for any dispute, problem or dissatisfaction that you may have.

As a courtesy to all of our online stores and websites, we will always provide them with an opportunity to address your dissatisfaction before our team refunds your purchase, in line with our refunds policy.

You can contact the website or online store directly by contacting them via their contact pages.

If you have not received a satisfactory response from the website or online store, please contact us and one of our friendly customer support agents will contact the merchant on your behalf.

You can contact us by support ticket, phone or by live chat.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What is your refunds policy?

My document title

ePaymentSupport.com has a commitment to ensuring that you are completely satisfied with the product that you have received and the way that your payment has been processed.

In rare situations however, it may be necessary to refund a transaction back to your bank account for a variety of reasons.

Our general refund policies, subject to our internal business rules are as follows:

### **Refunding physical goods and services.**

The website or online store where the purchase was initiated will always be given the opportunity to rectify the situation before a refund through ePaymentSupport.com will be initiated. If the website or online store has not responded to a request to rectify the situation within 72 hours, a refund through ePaymentSupport.com may be considered. If ePaymentSupport.com deems that the website or online store's response is unsatisfactory, a refund may be considered. ePaymentSupport.com may decide that further investigation of the refund request is required, which will be conducted between ePaymentSupport.com and the website or online store before a refund is processed. There may be policies specific to refunds on the online store's

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website which will be taken into account by our team before a refund is processed. Once a refund has been approved by our team, please allow 10 business days for your payment account to be credited.

**Refunding memberships, subscriptions and digital products.** The website where the transaction was initiated will always be given the opportunity to rectify the situation before a refund through ePaymentSupport.com will be initiated. If the website has not responded to a request to rectify the situation within 72 hours, a refund through ePaymentSupport.com may be considered. If ePaymentSupport.com deems that the website or online store's response is unsatisfactory, a refund may be considered. ePaymentSupport.com may decide that further investigation of the refund request is required, which will be conducted between ePaymentSupport.com and the website or online store before a refund is processed. There may be policies specific to refunds on the online store's website which will be taken into account by our team before a refund is processed. To avoid being recharged, all subscription cancellation requests must be made 24 hours before the billing date. Once a refund has been approved by our team, please allow 10 business days for your payment account to be credited.

**Refunding duplicate transactions / purchases**

A duplicate transaction is a payment that is made by a customer in error, normally in quick succession. These types of duplicate transactions may or may not be able to be instantly reversed by the ePaymentSupport.com team, depending on the nature of the transaction. Duplicate transactions made for physical goods and services may need to be addressed by the online store or website to ensure that multiple goods or services have not been shipped. ePaySupport will happily liaise with the online store on your behalf in these situations. Depending on the nature of the purchase, duplicate transactions made for subscriptions, memberships or similar online digital products may be instantly refunded, depending on the website's terms and conditions.

**Refunding fraudulent transactions**

If you believe that your account details have been compromised or used fraudulently, you will be eligible for a full refund, pending an investigation by our security department. Please contact our support department by phone to make a compromised account report and initiate the refund process with one of our customer support team.

We pride ourselves on our quick and efficient resolution of all disputes. If you have any further questions about our dispute resolution process, please contact us by support ticket, phone or live chat.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

**I cancelled my membership but I have still been charged. What should I do?**

My document title

If you have cancelled your membership or subscription either through the specific website or through one of our support team, please contact our support department by support ticket immediately for a refund of your membership fee.

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When you write to us, please be sure to attach your cancellation receipt in order for us to quickly refund your transaction charge.

Please note that in order to not be charged again for an ongoing membership or transaction, you will need to cancel your membership with us a full 24 hours before the billing date.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **I had a trial account but I have been charged for a full subscription. What should I do?**

My document title

When signing up for a trial membership, it is very important to carefully read the website's terms and conditions, as these types of memberships will often convert to a full paid subscription at the conclusion of the trial.

If you still believe that you have been charged in error after reviewing the website's terms and conditions, please contact our support department by support ticket, phone or live chat.

When you contact us, please be sure to include the following details: The time, date, transaction ID and amount of the transaction The name of the website, vendor or online store, The nature of your dispute or query Your preferred contact method and availability.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **How can I cancel my subscription or membership?**

My document title

You can cancel a subscription or membership either by contacting the specific website directly by visiting their 'contact us' pages or by contacting one of our friendly support agents in writing by support ticket or live chat.

When you request a cancellation, please provide the following information:

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Your membership ID (if applicable)  
Your subscription ID (if applicable)  
The email address that relates to the membership or subscription  
The name of the website that you wish to cancel your subscription with.

Please be sure to review the website's terms and conditions as there may be important information that you should consider before cancelling your membership or subscription.

**Please Note:** *In order for you not to be charged again for a recurring charge, it is important that you cancel the membership or subscription 24 hours prior to the normal billing date.*

**ePaymentSupport.com** [Browse our Knowledge Base](#) | [Create a Support Ticket](#) | [Start a Live Chat](#)

## What is recurring billing?

My document title

Recurring billing refers to payments that are charged in regular intervals, usually fortnightly or monthly.

Recurring billing normally applies to membership or subscription sites, however some other goods and services may also feature recurring billing.

For specific information relating to the way your membership, subscription, product or service is billed, please refer to the website or online store directly by visiting their 'contact' or 'support' pages.

**ePaymentSupport.com** [Browse our Knowledge Base](#) | [Create a Support Ticket](#) | [Start a Live Chat](#)

## How long before my next billing date do I need to cancel to avoid being charged again?

My document title

In order for you not to be charged again for a recurring charge, it is important that you cancel the membership or subscription 24 hours prior to the normal billing date.

You can cancel your membership either directly with the specific website or by contacting our support department in writing via support ticket or live chat.

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When you request a cancellation, please provide the following information:

Your membership ID (if applicable)  
Your subscription ID (if applicable)  
The email address that relates to the membership or subscription  
The name of the website that you wish to cancel your subscription with.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **Can I reinstate a cancelled or lapsed membership or subscription account?**

My document title

It may be possible to reinstate a cancelled or lapsed membership by contacting the specific website and making an enquiry through their support pages.

In the rare instance where you do not hear back from the website's service department within 72 hours, please contact our support department by support ticket, phone or live chat.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## **How can I reset my password?**

My document title

The website where you have an account may have a tool that you can use to reset your password and login details.

You can visit the website directly and look for the 'Forgotten Password' link.

If you are unable to make a request to reset your password through the specific website or online store, please contact our friendly support team by support ticket, live chat or by phone.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

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## Payment troubleshooting

Learn what to do if you are having trouble making a payment.

### Will I receive a payment receipt?

My document title

As soon as your payment has been lodged, you will receive a confirmation page in your website browser and a detailed payment receipt by email.

This receipt will include all of the details relating to your transaction.

Please note that this receipt is for your online transaction, not your proof of purchase receipt for the product you purchased online. Your purchase receipt will be sent to you by the website or online store separately, either electronically or by mail, depending on the terms of the specific website.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

### Why haven't I received a confirmation email or receipt?

My document title

As soon as your payment has been accepted, our systems will automatically email you a receipt which is your confirmation of payment.

If you have not received your receipt, it is possible that your email client has blocked the email. Please check your spam or junk folders for the email and be sure to add the sender to your 'safe senders' list.

If you are having problems confirming the details of the transaction, please contact us by support ticket, live chat or by phone.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

### How can I find out more about a specific transaction?

My document title

The specific details relating to your transaction can be found in two key places.

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As soon as your payment was accepted and processed by our system, you will have received a confirmation email and transaction receipt. If you have not received the email receipt, please make sure that you check the spam and junk folders of your email client before adding the address to your 'safe senders' list. You can also find specific details relating to your transaction by using our transaction finder tool.

If you still have questions relating to a specific transaction, please lodge a support ticket to be answered by a member of our customer support team.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What is my transaction ID?

My document title

You may need your transaction ID to use our transaction finder tool to locate a specific transaction.

The transaction ID is a unique number that is given to each transaction made through the system. You can find your transaction ID in your emailed receipt that you received after your payment was accepted.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## Why is my credit card payment being declined?

My document title

There may be several reasons why your payment source is being declined at the point of purchase:

Your card does not have sufficient funds available to cover the transaction amount Your bank or financial institution may have restrictions active on your payment source that restrict you from making online purchases.

Your card may have been reported lost or stolen.

There may be online transaction limits put in place by your bank on your payment source.

The card may have past its expiry date.

You may not have correctly entered your account details including your card number, expiry date and CVV number.

The website you are transacting with is unable to sell products in your jurisdiction

In many of these cases, you should contact your bank or financial institution directly and enquire about the status of your payment source.

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If you have contacted your bank and still have questions relating to your purchase transactions, please contact us directly by support ticket, live chat or by phone.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## Why is your system telling me that my credit card is invalid?

My document title

There may be a number of different reasons why your payment source is being rejected by a payment processor.

The most likely reason is that your account details have been entered incorrectly.

Please retry entering your details, being sure to note that:

You have selected the correct card type (e.g. Visa or MasterCard)  
The account number is correctly entered. Your account number is the 16 digit number on the face of the card. Be sure not to include any spaces, dashes or periods when entering the card number.

Your expiry date has been incorrectly entered. This is the four digit number towards the right hand side of the card underneath the account number.

The CVV2 number has been incorrectly entered. The CVV2 number is the three digit number that can be found on the signature panel on the reverse side of your card.

If you have entered in your account details correctly and are still receiving a message telling you that your card is invalid, please contact us directly by support ticket, live chat or by phone.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## Why is my eCheck (ACH) payment being declined?

My document title

There may be several reasons why your checking account is being declined at the point of purchase:  
Your account does not have sufficient funds available to cover the transaction amount.  
Your bank or financial institution may have restrictions active on your payment source that restrict you from making online purchases.

Your account may have been reported as being lost, stolen or compromised.

There may be online transaction limits put in place by your bank on your payment source.

You may not have correctly entered your account details including your routing number\* and account number

The website may not be permitted to sell the particular product or service in your jurisdiction.

In many of these cases, you should contact your bank or financial institution directly and enquire about the status of your payment source.



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If you have contacted your bank and still have questions relating to your purchase transactions, please contact us directly by support ticket, live chat or by phone.

*\* **Please note:** Some US banks have an alternative routing number in order for checking accounts to be accepted online, known as the online routing number. You can contact your bank directly to enquire whether your account has an online routing number.*

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## Why is your system telling me that my eCheck is invalid?

My document title

There may be a number of different reasons why your payment source is being rejected by a payment processor.

The most likely reason is that your account details have been entered incorrectly. Please retry entering your details, being sure to note that: The routing number has been incorrectly entered. When looking at your check book, the routing number is the first string of numbers located at the bottom of each check. \*The account number is correctly entered. Your account number is the second string of 10 digits located at the bottom of each check.

If you have entered in your account details correctly and are still receiving a message telling you that your card is invalid, please contact us directly by support ticket, live chat or by phone.

*\* **Please note:** Some US banks have an alternative routing number in order for checking accounts to be accepted online, known as the online routing number. You can contact your bank directly to enquire whether your account has an online routing number.*

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What is my credit card account number?

My document title

Your account number is the 16 digit number on the face of the card.

When entering your account number, be sure not to include any spaces, dashes or periods when entering the card number.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What is my credit card CVV2 number?

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My document title

The CVV2 number is the three digit number that can be found on the signature panel on the reverse side of your card.

This number is used to verify your credit card account number.

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## What is my ACH (eCheck) routing number?

My document title

When looking at your check book, the routing number is the first string of numbers located at the bottom of each check.

*\* **Please note:** Some US banks have an alternative routing number in order for checking accounts to be accepted online, known as the online routing number. You can contact your bank directly to enquire whether your account has an online routing number.*

Â **ePaymentSupport.com**

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Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What is my ACH (eCheck) account number?

My document title

Your ACH (eCheck) account number is the second string of 10 digits located at the bottom of each check.  
You can also find your checking account number on your bank statement or by calling your bank's customer support number.

If you have entered in your account details correctly and are still receiving a message telling you that your card is invalid, please contact us directly by support ticket, live chat or by phone.

*\***Please note:** Some US banks have an alternative routing number in order for checking*

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accounts to be accepted online, known as the *online routing number*. You can contact your bank directly to enquire whether your account has an online routing number

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## Why is your system not accepting my routing number?

My document title

Some US banks have an alternative routing number in order for checking accounts to be accepted online, known as the *online routing number*.

You can contact your bank directly to enquire whether your account has an online routing number.

**ePaymentSupport.com** Browse our Knowledge Base | Create a Support Ticket | Start a Live Chat

## What is an 'online routing number'?

My document title

Some US banks have an alternative routing number in order for checking accounts to be accepted online, known as the *online routing number*.

You can contact your bank directly to enquire whether your account has an online routing number.

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**Staff Tools**  
Tools for ePaymentSupport.com employees

*There are no articles in this category.*

**Customer Support**  
General Policies for Customer Support

*There are no articles in this category.*

**Customer Support Manager**

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Customer Support Supervisor

Customer Support Representatives

Customer Support Tools & Forms

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## Customer Support Policies

## Fraud

*There are no articles in this category.*

## Fraud Manager

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Fraud Analyst

Fraud Tools

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Fraud Policies

Merchant Support

General Tools, Policies and Forms

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## Policy Documents

*There are no articles in this category.*

## Marketing, Sales and Branding

## Sales

Included in this category are sales materials and sales reports



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## Marketing materials

Marketing materials

*There are no articles in this category.*

## Sales Manager

## Sales Tools

## Marketing

*There are no articles in this category.*

## Marketing Manager

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Marketing Tools

Affiliates

*There are no articles in this category.*

Affiliate Manager

Affiliates

IT

*There are no articles in this category.*

Legal

*There are no articles in this category.*

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Finance

*There are no articles in this category.*

Finance Manager

Finance Staff

*There are no articles in this category.*

Compliance

Compliance

*There are no articles in this category.*

HR

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## Merchant Accounts