Payment FAQs

Customer Services - 2022-07-29 - General

When you shop with Coloured Contacts you can pay via Credit/Debit Card, Paypal, Google Pay, Alipay, paysafecard. For some of our customers, Apple Pay is also available depending on the device you are using.

Once your payment has been processed you can log in to your account and look at your credit slips to see your bills, as long as you set up your account before you make your purchase. If you checked out as a guest and created your account after, your first order will not be available to view.

Payment will be taken from your account between your date of purchase and the date of dispatch.

If you are expecting a refund for any reason the money will usually return to your account within the next 3 – 5 working days.

Your payment will be subject to a fraud score check and may be declined by our system if any suspicious information is found.

What happens if my payment fails?

Sometimes a payment will fail for other reasons. For example:

- The card you are paying with has insufficient funds.
- The product you are attempting to buy has become unavailable after you have placed it in your basket.
- The system fails to connect to the provider you are using. For example, if a third party website such as the PayPal site isn't functioning.

Why does my bill or bank statement say Arcadant B.V.?

colouredcontacts.com is part of a larger company that operates under the name of Arcadant B.V. so please be assured this is standard procedure and you are being billed by the correct company.

Error Codes

If you are having difficulty resolving any error messages please provide a screenshot of the issue you are having to our customer services team and we will work to resolve it as quickly as possible.

Please note our customer services team operates Monday – Friday, 8:30am – 4:30pm GMT.

Tags
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price

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