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Payment FAQs

Customer Services - 2018-10-17 - in General

When you shop with Coloured Contacts you can pay via Credit/Debit Card or Paypal. For some of our customers, Amazon Pay is also available depending on the delivery address.

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 made 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. or Dye My Hair?

We apologise for this confusion. Please see below the reasons why the company name may display differently.

colouredcontacts.com is part of a larger company which 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.

On rare occasions, some bills are sent with Dye My Hair displaying as the company title. Dye My Hair is another company which operates under Arcadant B.V. We apologise for this mistake. However, this still means you are being charged via Coloured Contacts to Arcadant B.V so is nothing to worry about.

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 operate Monday – Friday, 8:30am – 4:30pm GMT.

Tags

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Related Pages

- [Customer Account Troubleshooting](#)
- [Changing / Cancelling Your Order](#)
- [Delivery Information](#)
- [Confirming Your Order](#)