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Customer Account Troubleshooting

Customer Services - 2025-09-04 - [General](#)

Logging In To Your Account

If you are having issues logging in to your account it could be for a number of reasons.

Please check that you are correctly inputting your details. Our Login system is case sensitive.

If you are unable to log in to your account due to forgetting your password please see our [Forgot Your Password](#) page and follow the instructions.

Seeing My Orders In My Account

Once you have created an account, any order placed while signed in to your account will appear in your order history. This is one of the benefits of having a customer account. It allows you to keep track of your orders and will allow you to use the quick checkout.

Please note if you have created an account after placing an order then this order will not appear in your order history but you will be notified by e-mail with any updates such as order dispatch details.

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.

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