

Credit card payment

What can I do if my credit card payment is continually cancelled?

Various reasons lead to the cancellation of credit card payments. In most cases these cannot be traced or identified by remote diagnosis. Our provider checks various information during a payment and may also cancel payments for security reasons. Please understand that we cannot outline the checking mechanisms in detail.

The following factors, for example, can be responsible for cancelling a credit card payment:

1. you are on the Internet with a static or fixed IP address (often with cable providers)
2. the 3D Secure or Verified by VISA procedure is not activated for your credit card or the security codes have not been entered or have not been entered correctly
3. you use a "safe browsing" function, which is usually integrated in the anti-virus protection (can usually be temporarily disabled)
4. the limit for credit card orders has been reached or exceeded
5. if your credit card payment is declined, you should check the credit card data you entered for typing or other errors

The networks and firewalls of companies or universities can also be responsible for the cancellation of payments (contact your IT department).

- In any case, please make sure that you have your 3D-Secure-Code (MasterCard) or Verified by VISA access or verification data at hand if your credit card is equipped with this function.
- Also check that no anti-virus program or ad blocker can prevent payment (possibly deactivate it).
- Check if your credit card is activated for international payments.

If your payment still does not work, please contact us.