



[Wissensdatenbank](#) > [Orders](#) > [Payments](#) > [Payments FAQs](#)

## Payments FAQs

Customer Services - 2022-08-02 - [Payments](#)

"My order was unsuccessful but payment has been taken"

If your order was not successful but you believe that money has been taken from your account then please send us a screenshot of this. It is likely that your payment is still processing but has not been taken by us. We also recommend getting in touch with your bank to confirm that this has happened. Often if a payment is stuck on processing, this can resolve itself after a few days. We will always investigate matters such as this as we never want to incorrectly charge you.

When emailing the customer services team, please include your name, email and order ID so that we can investigate this.