

Payment

We accept credit cards, debit cards, cheque payments and bank transfers. We also offer Google Checkout and PayPal payment methods.

We accept the following cards:

- a. Visa Credit Card
- b. MasterCard / EuroCard
- c. Visa Debit / Delta
- d. Switch / Maestro

It is safe to enter your card details on screen at the appropriate stage of the payment process but only in the relevant fields as highlighted and directed. The payment process in fact takes place on a separate secure server which encrypts all submitted information, managed and operated by authorised and regulated organisations such as HSBC plc. Your details are not visible to us or our staff and we do not receive them at any stage.

Payment Problems

If you have trouble with card payments, consider the following before taking any further action:

- If your card is new or recently reissued, make sure it has been activated.
- Double check the card type (for example, Maestro), the account number and expiration date, Issue number and security CVC number.
- Remove dashes or spaces from the account number.
- Ensure that you have provided the correct billing address and other details.
- Be sure you have not exceeded your daily spending limit.
- If everything seems to be correct, call the card issuer's customer service number on the back of your card.
- You confirm that the credit/debit card that is being used is yours.

All credit/debit card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your card refuses to authorise payment we will not accept your order and we will not be liable for any delay or non-delivery and we are not obliged to inform you of the reason for the refusal.

We are not responsible for your card issuer or bank charging you as a result of our processing of your credit/debit card payment in accordance with your order.

In assessing your request for goods or services, we may use your information for the purposes of the prevention and detection of fraud. One of the purposes for which we may disclose your address and postcode details is to check against the IMRG Security Alert or any other Fraud Prevention Scheme. At all times where we disclose your information it will remain secure.

Online retailers to work together to offer you a safer shopping experience when using your credit card online. Verified by Visa and MasterCard SecureCode follow the same principles as Chip and Pin, by helping to protect your card against unauthorised use when you shop via the Internet. If your bank or card issuer is already a part of this scheme, then you might have already noticed the Verified by Visa or MasterCard SecureCode page appear when you last made a purchase with a participating retailer on the Internet. If your bank is yet to introduce this security measure then the following information will explain how it works and the added protection benefits of registering.

Benefits include:

© CuteBitz Limited. Returns

CuteBitz

Specialists Ecommerce Stores

Tel: +44(0) 1483 45 86 44
Facsimile: +44 (0) 870 123 6474
Email: Info@cutebitz.com
Web: www.cutebitz.com

CuteBitz Limited
Registered office: 23 High Path Road, Guildford, Surrey GU1 2QG
Registered in England , No. 6547472
VAT registration Number: GB932214847

Page 2 of 2

- Shop online with added security and peace of mind.
- Your personal password is linked to your card only, and not to your computer.
- This security scheme will help to prevent unauthorised purchases.