

# General

## Unable to purchase online

If you are having difficulty ordering online — if your payment is declined or otherwise not completed — it may be due to a number of factors.

Ordering through the Fade In website is handled by a third-party [payment processing company](#) that specializes in online ordering. Normally they accept [a range of payment methods](#) including major credit cards and other popular online payment services such as PayPal and Amazon Payments. (Note that the availability of cards or payment services may depend on the country of ordering.)

A payment may not go through for a number of reasons, including availability of the payment method, verification difficulty, a card being declined, delays in bank processing, or simply connection issues. You can try [contacting](#) the payment processor's consumer support if there seems to be a problem with being able to pay.

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