

Payment Methods

What currencies and payment methods do you accept?

We currently accept and display EUR, USD, and GBP currencies. All prices are determined in EUR. USD and GBP prices will fluctuate slightly based on their conversion rates into EUR. Regardless of payment method selected, currencies are converted automatically at checkout so it does not matter where you live. To choose the currency you want to use, you can change between them at any time at the top of any webpage. For payment methods we accept Visa, MasterCard, PayPal, AMEX or Bank Wire Transfer, with some restrictions based on currency selected. When paying in USD or GBP, we only accept cards or bank wire transfer. So, if you want to pay with another method, you must select EUR as the currency and the currency will be automatically converted at check out. You can use your card with EUR selected as well.

Why won't my payment go through/I'm having an issue with payment?

Here are the typical reasons a payment won't work and how to fix it. First, make sure the currency you chose accepts your payment method by referring to the bullet point above. Second, make sure any ad blocker in your browser is disabled for our website, as it can sometimes interfere with the checkout process. Some customers have also had issues specifically with their phones blocking the transactions, so if using a phone, try a different device. Third, if using a card, contact your card provider customer support to make sure the payment isn't being blocked. A lot of card providers block international payments by default to help protect against fraud. Particularly if you are within the USA. In such instances, you will need to request the payment be allowed to go through or choose a different payment method. Lastly, if for whatever reason you still can't get an order to go through, contact us through [customer support](#), and we'll look into it.

I placed an order using stripe, but it shows a payment error?

To successfully pay using stripe, once redirected from our website to stripe, you must complete the transaction without returning to our website. Returning to our website after being redirected to stripe, but before completing the steps on stripe, will result in creating an order, but it will have a payment error which can be seen on your account order status page and sent to you via e-mail notification. You will need to go through the checkout process again to correctly place the order.



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