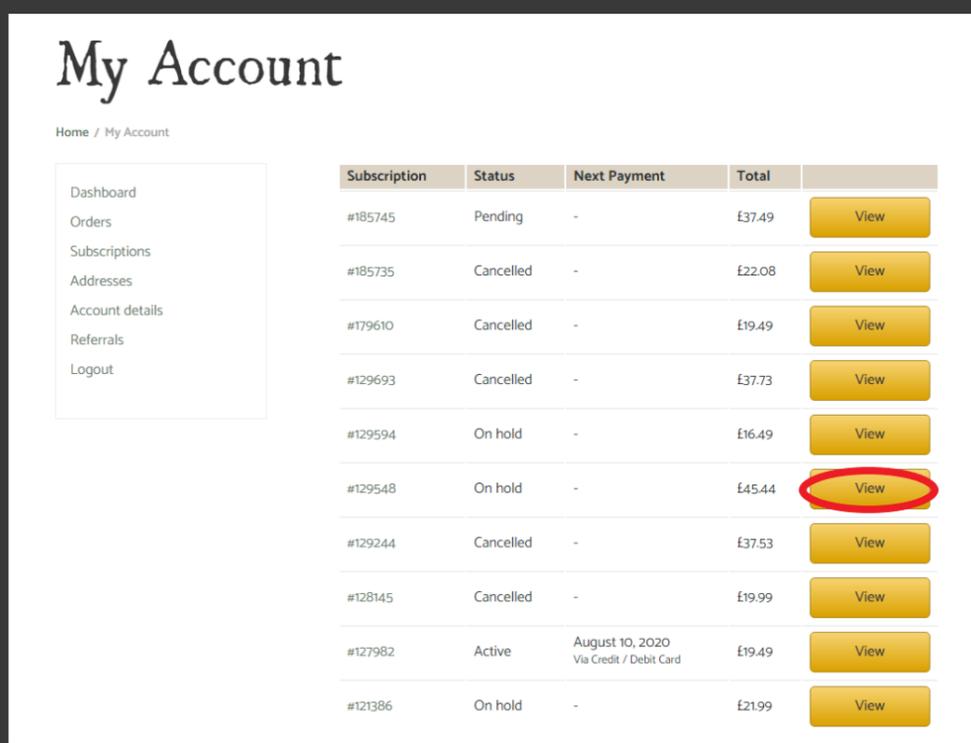
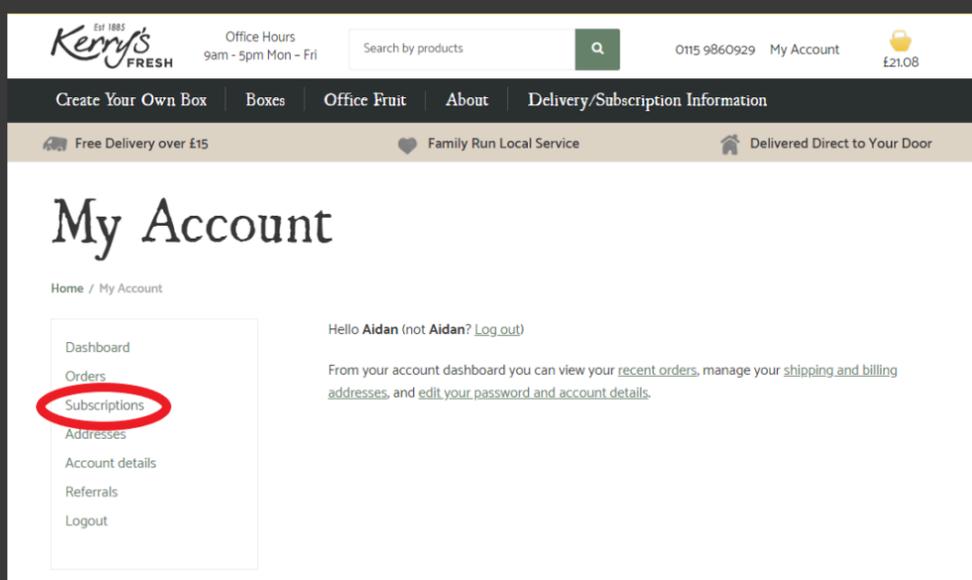




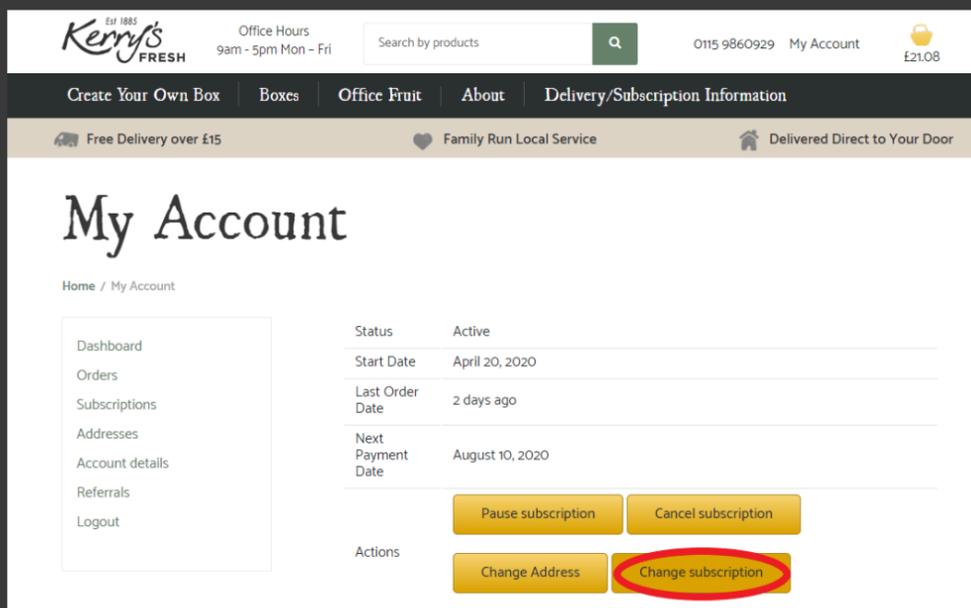
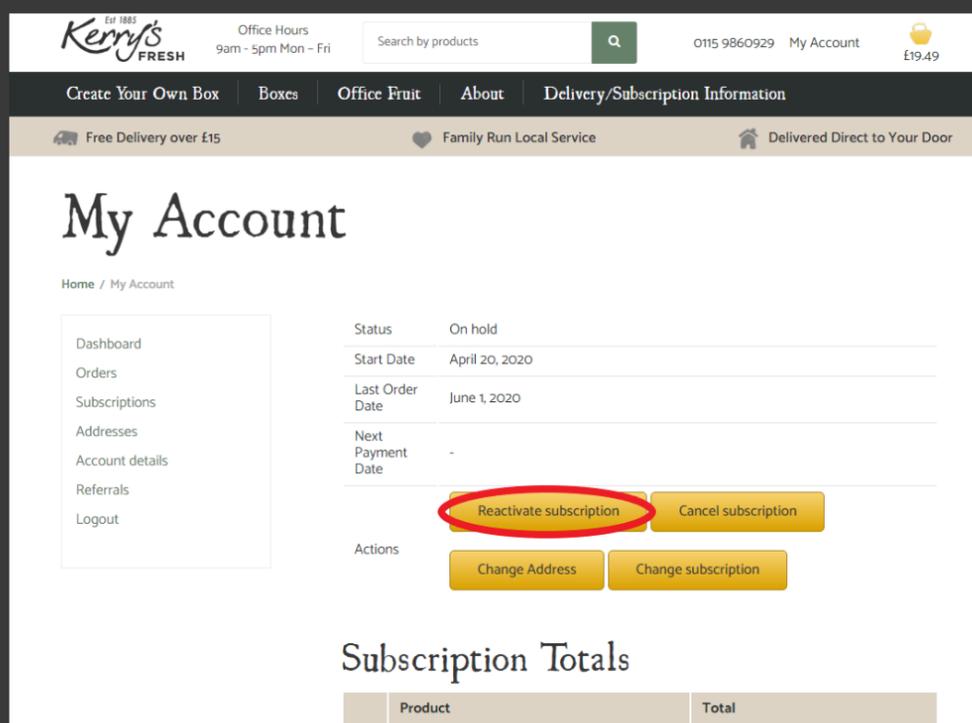
How to reproprocess a failed payment

Step 1. Log in to your account and click on SUBSCRIPTIONS.

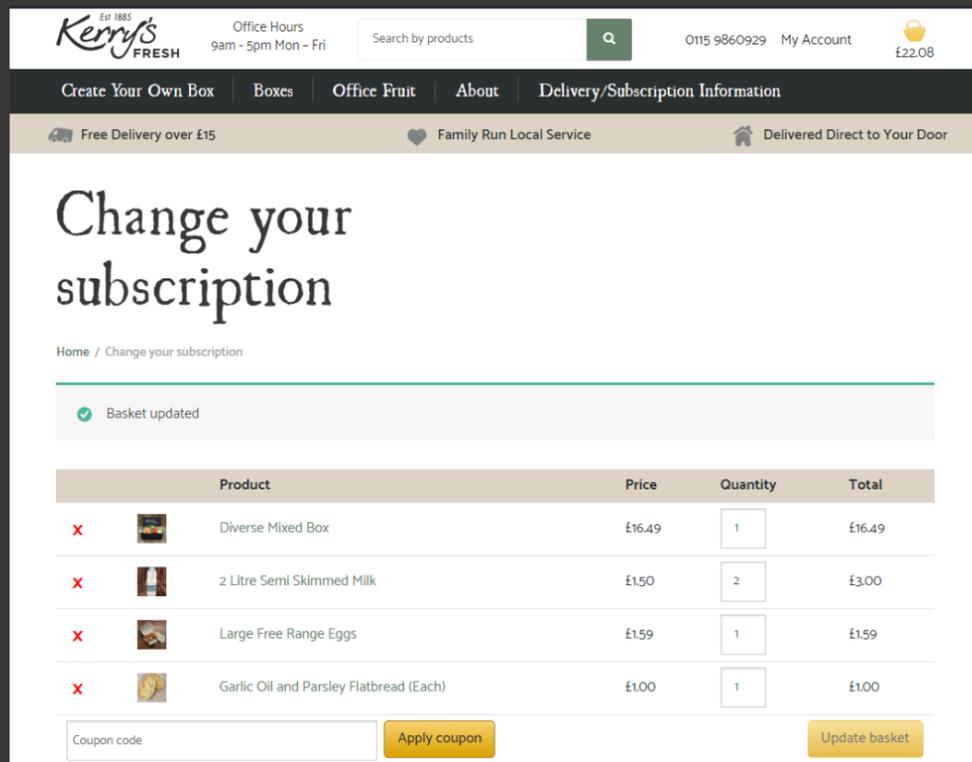


Step 2. Click VIEW on the subscription that has failed (the status will be showing as ON HOLD).

Step 3. Click REACTIVATE SUBSCRIPTION.

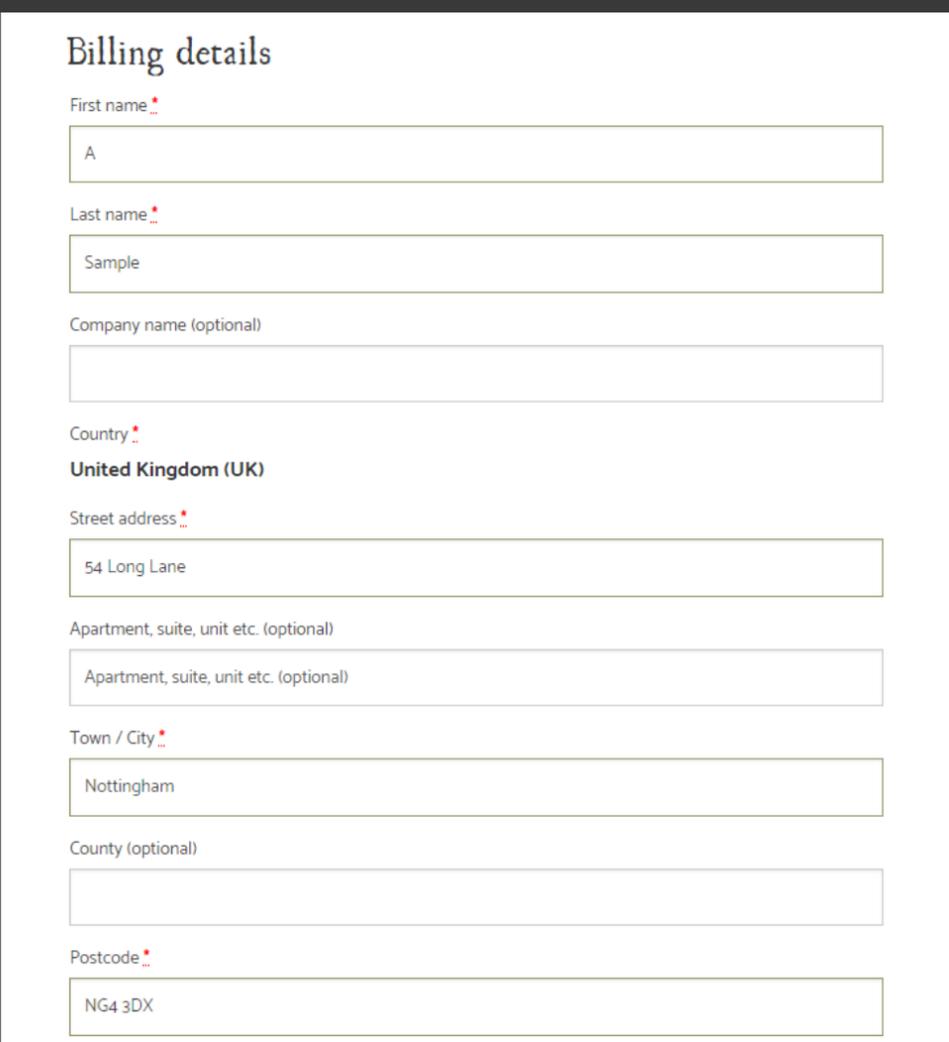
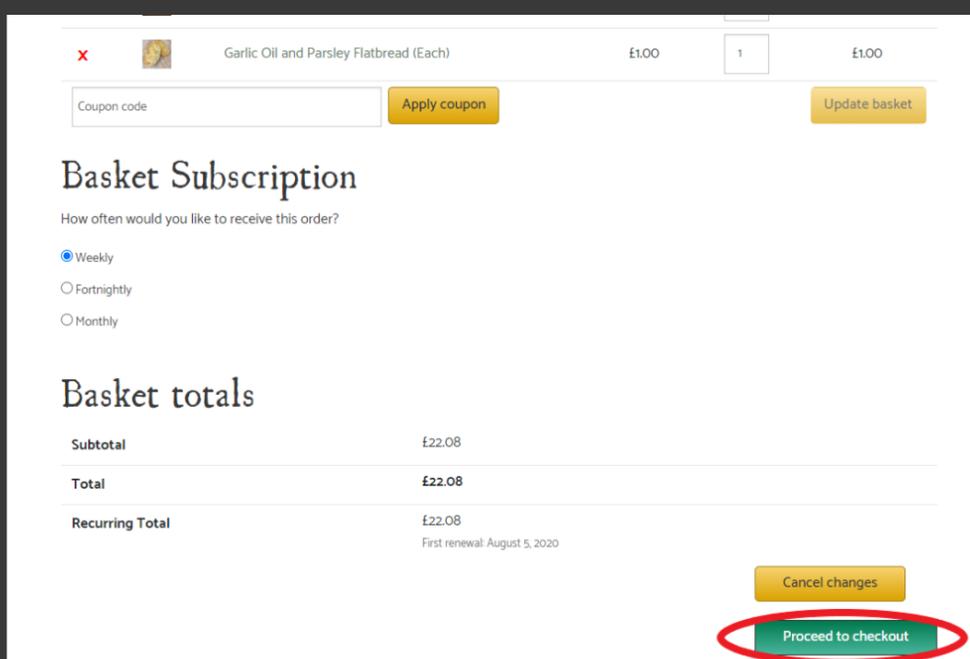


Step 4. Next click on CHANGE SUBSCRIPTION.



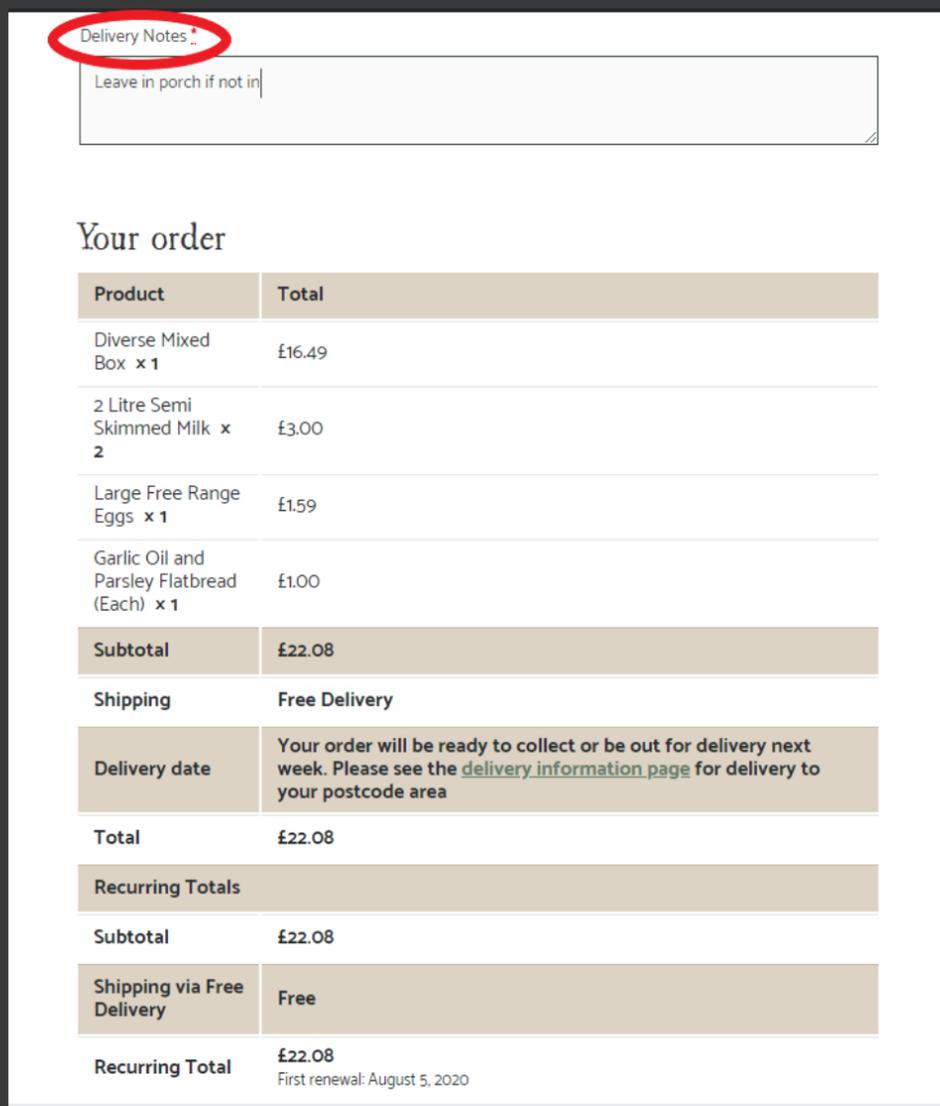
Step 5. You should see a page that looks like this

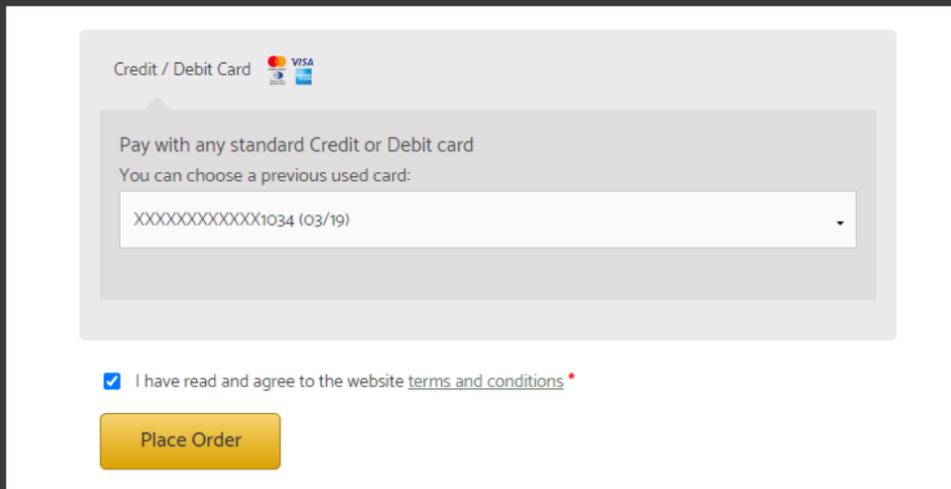
Step 6. Scroll down and click on PROCEED TO CHECKOUT.



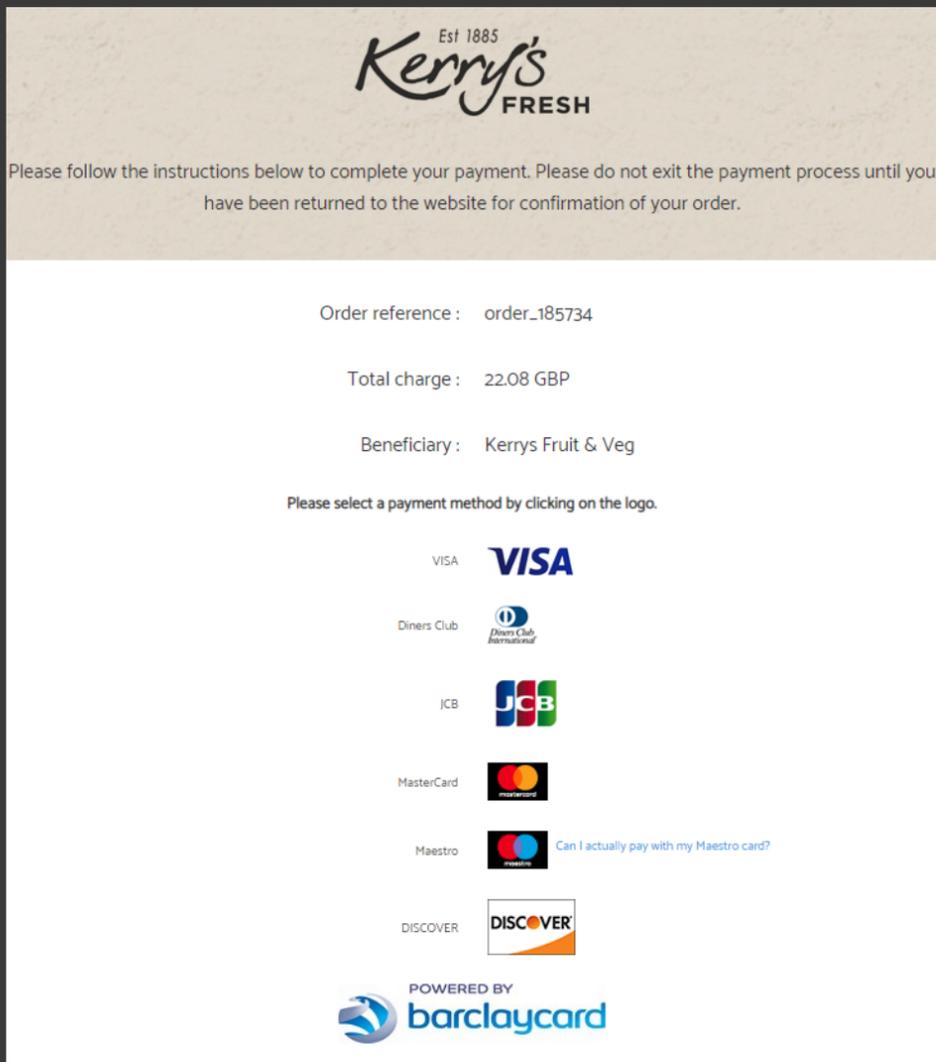
Step 6. Your billing/delivery address details will still be saved (please double check them).

Step 6 continued. Complete the DELIVERY NOTES box.

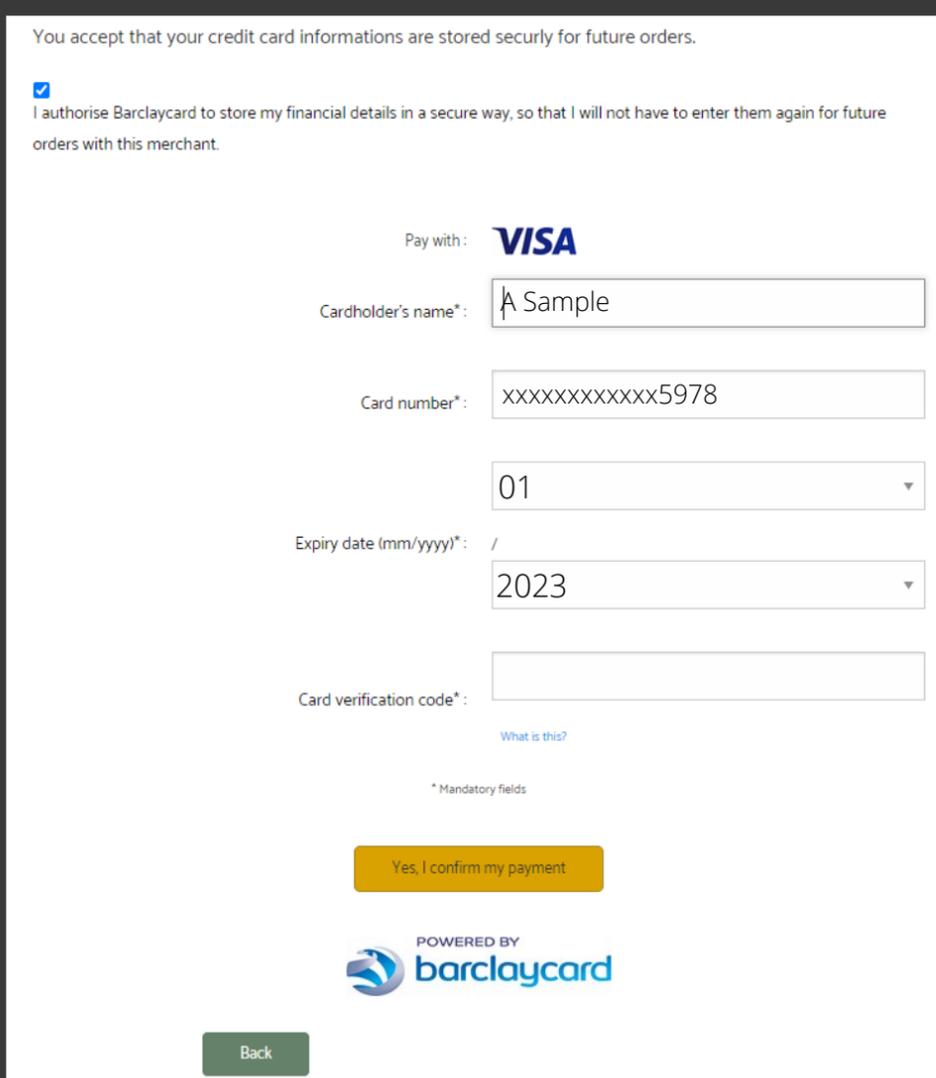




Step 7. Check the card we have stored for you is correct, confirm you have accepted our T&C's and click PLACE ORDER.



Step 8. Choose your card type from the logo's listed.



Step 9. Input your card verification code and CONFIRM PAYMENT.

You will receive an email confirming your order, if for any reason you don't or you would like to check, please contact us via email at subscriptions@kerrysfresh.co.uk