



Knowledgebase > Provider > Purchase > My card was declined, what do I do?

---

## My card was declined, what do I do?

Kirsty - 2024-08-28 - Purchase

If you used a credit or debit card, simply call your issuing bank to let them know you approve transactions from REDACTED and try your purchase again. This solves the issue in almost all cases.

If you're having trouble with your payment, it may also be due to 3D Secure authentication failure or a 3D Secure error. 3D Secure is an extra layer of security for online transactions required by Visa and Mastercard. It's commonly referred to as "Verified by Visa" or "Mastercard SecureCode." 3D Secure is a layer of security that your bank requires where you'll have to enter a password or SMS code to authorize payment from REDACTED. Sometimes there are problems with 3D Secure that can cause debit and credit card payments to fail.

After you have entered your payment card details your bank may load a pop-up screen. Please enter the information requested (usually an SMS code sent to the phone number associated with your bank account or the password you set when opening your account) and click "submit" to authenticate payment.

Also, we no longer accept U.S. prepaid and gift cards. Other payment options include retail branded gift cards, and BitCoin. Please let us know if you'd like more information about any of those methods. All of these options (and more information about each) are available at checkout.

Slixia's purchase page is:

<https://e.slixia.com/purchase>