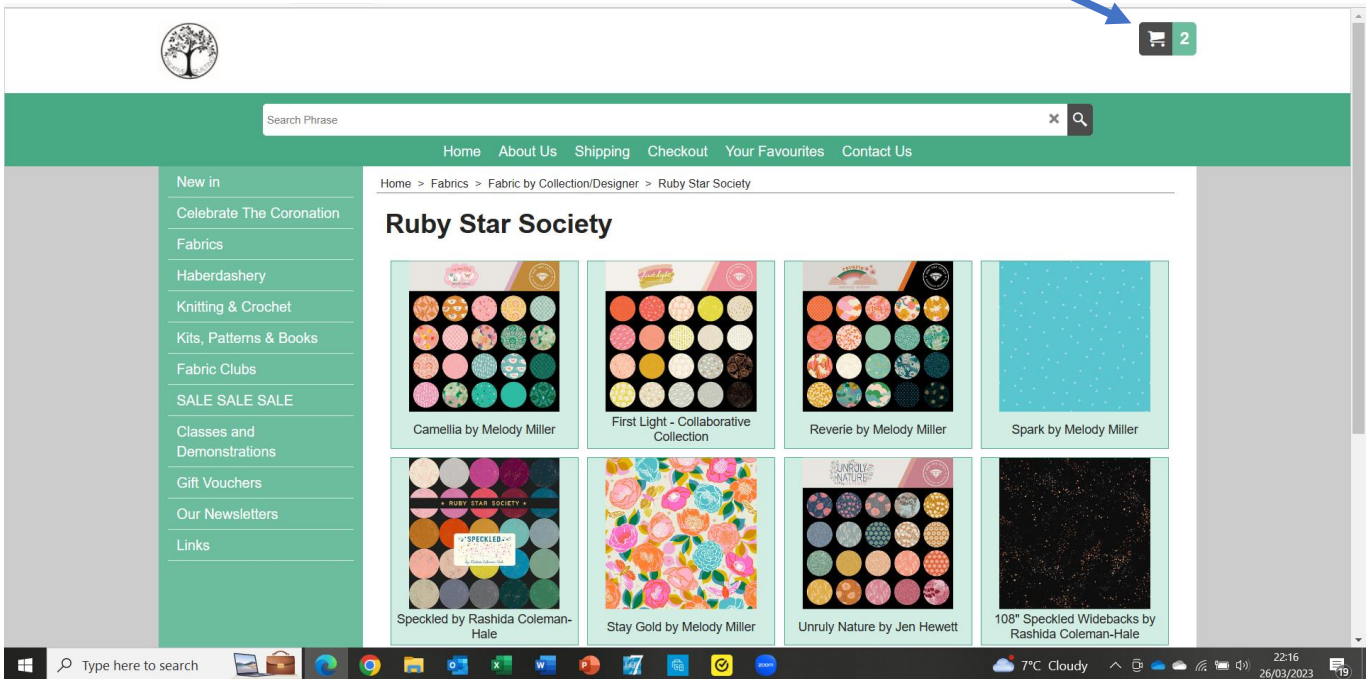


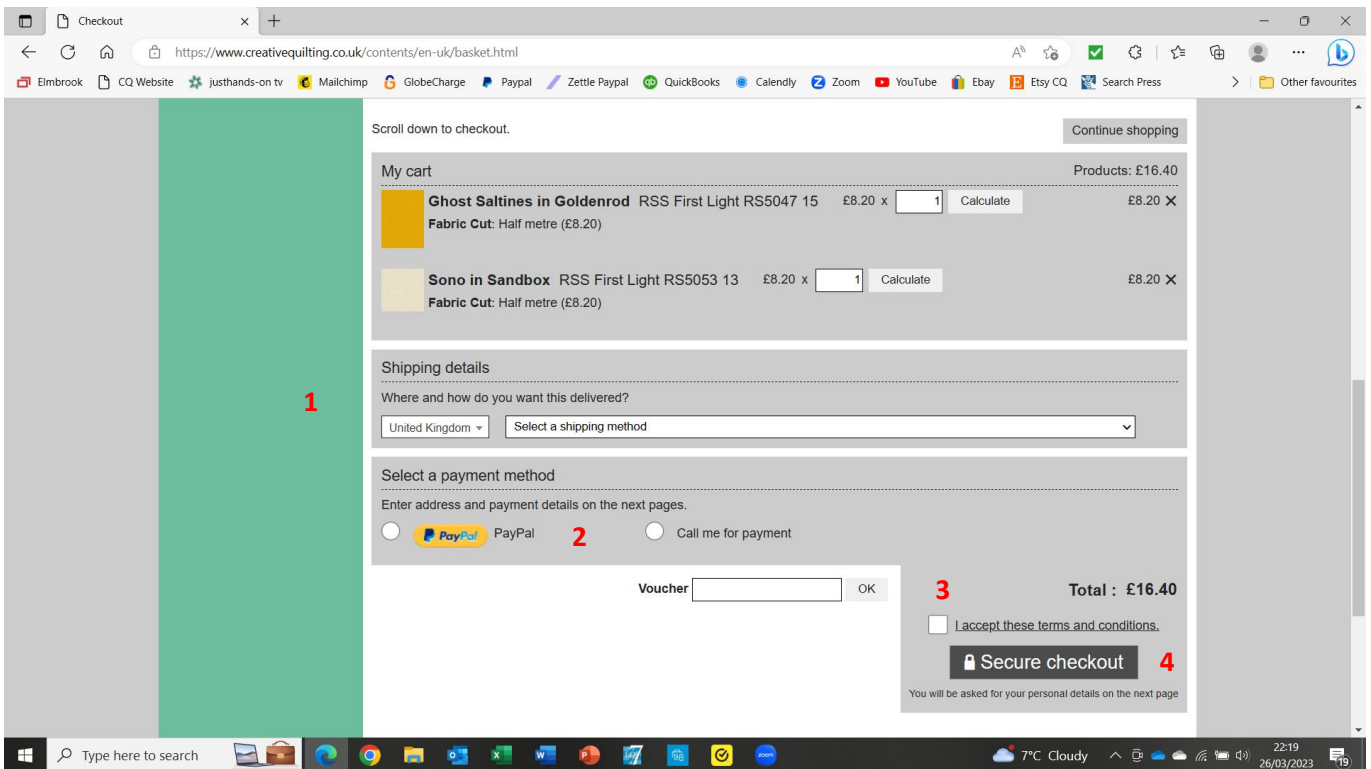
Are you having trouble paying for your order online?

Follow these steps.

Add everything to your 'cart' then click on the shopping trolley icon top left

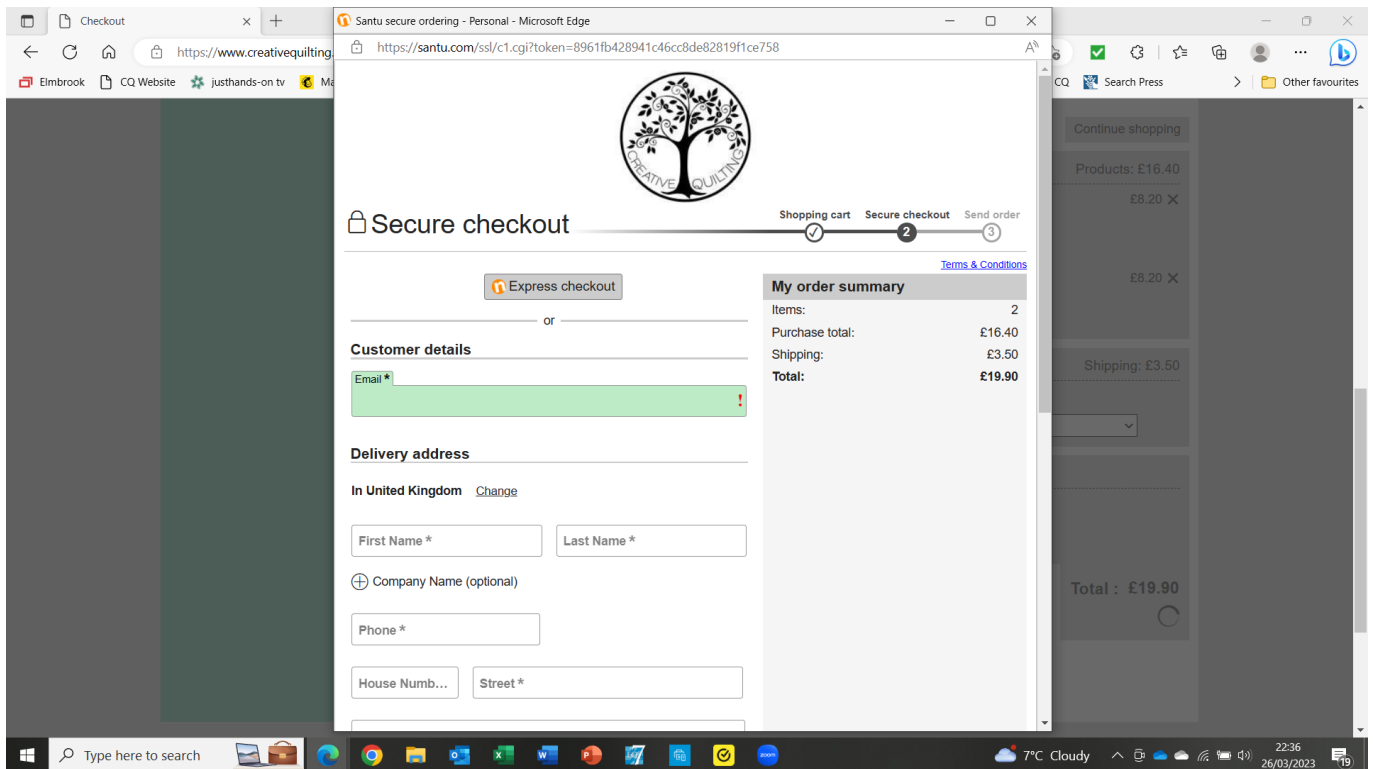


Then scroll down the page to see this information below:

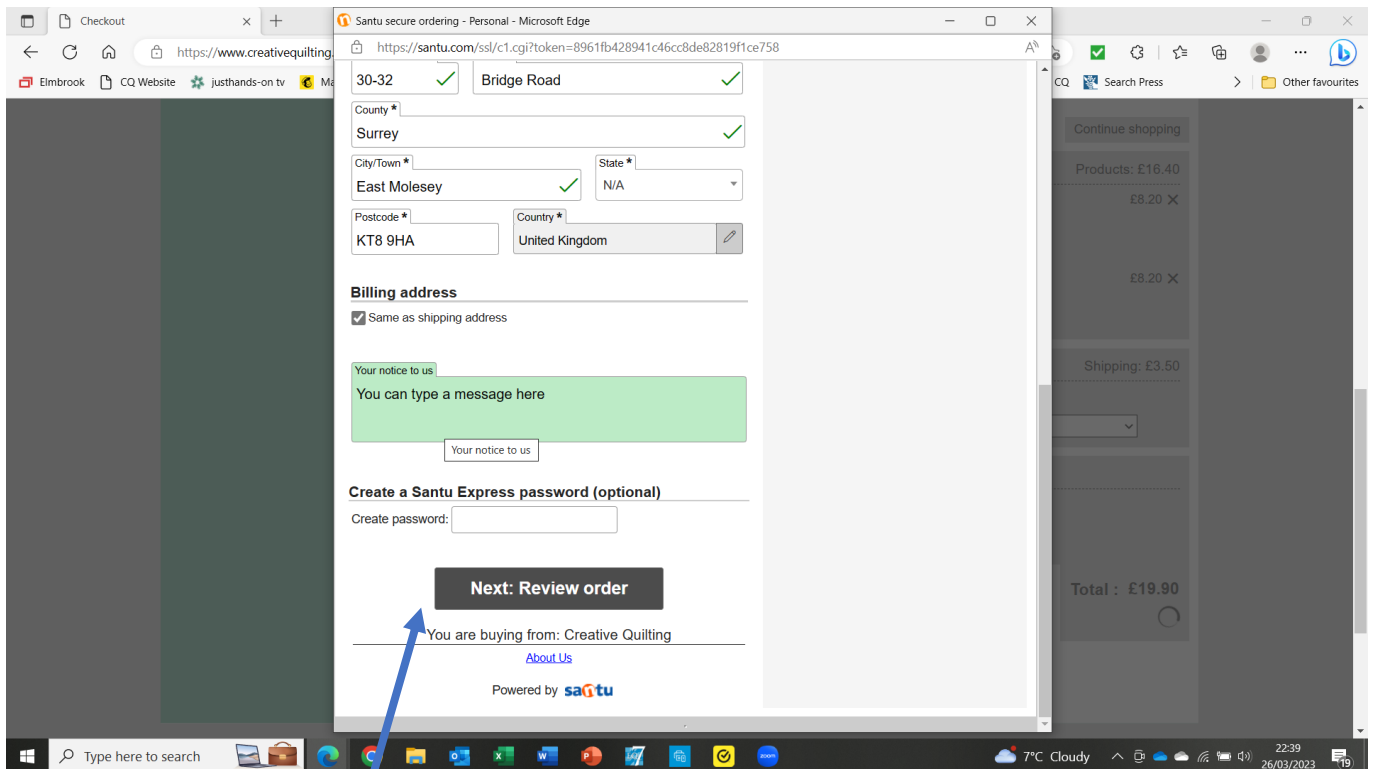


1. Select Country and Shipping Method (for UK you can collect from shop or select standard shipping).
2. To pay over the phone select Call me for payment. To pay by Paypal OR Debit/Credit Card select Paypal – **you DO NOT need to have a Paypal account.**
3. You will also need to click on the square box to accept the terms and conditions.
4. Then press Secure Checkout.

You will then be taken to the website shop providers website (santu.com).

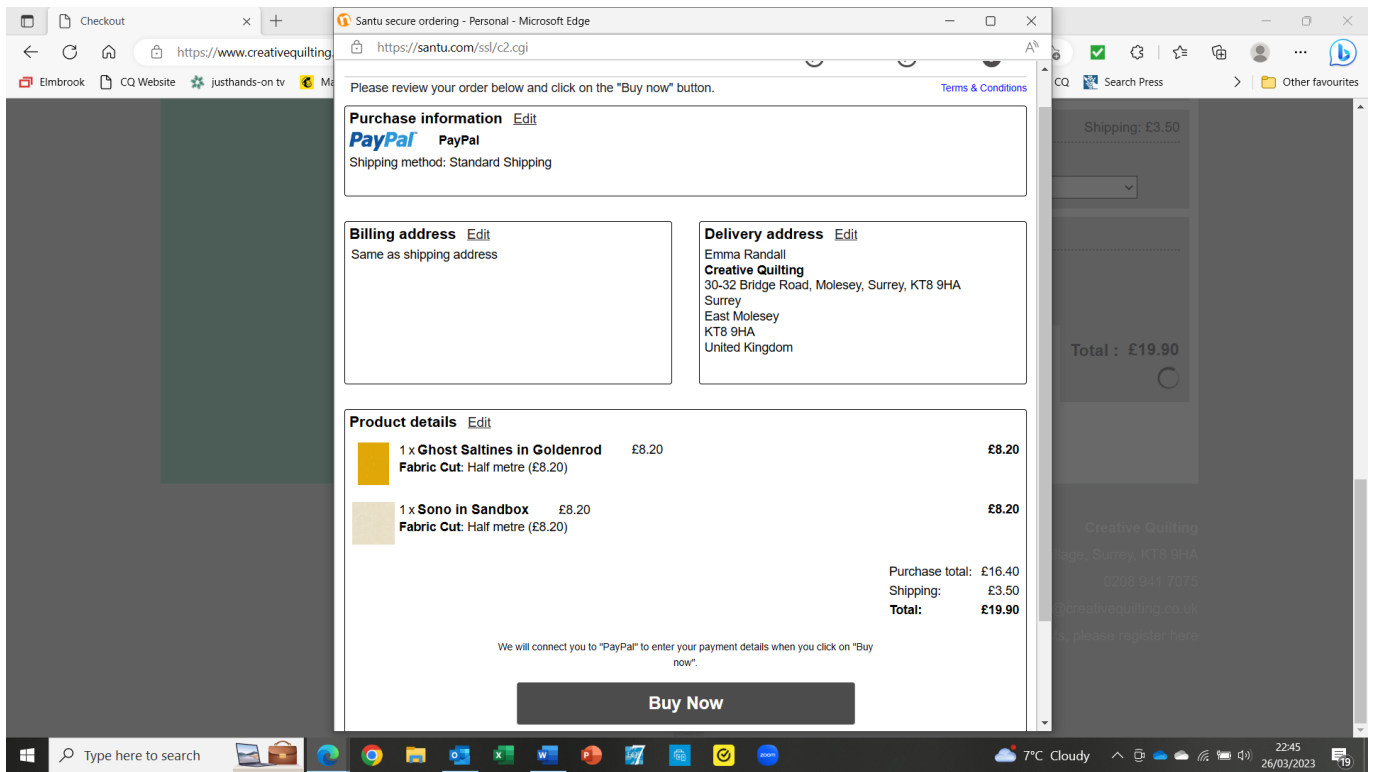


Fill in your details, you can also type a message that will show on your order – see the green box below.



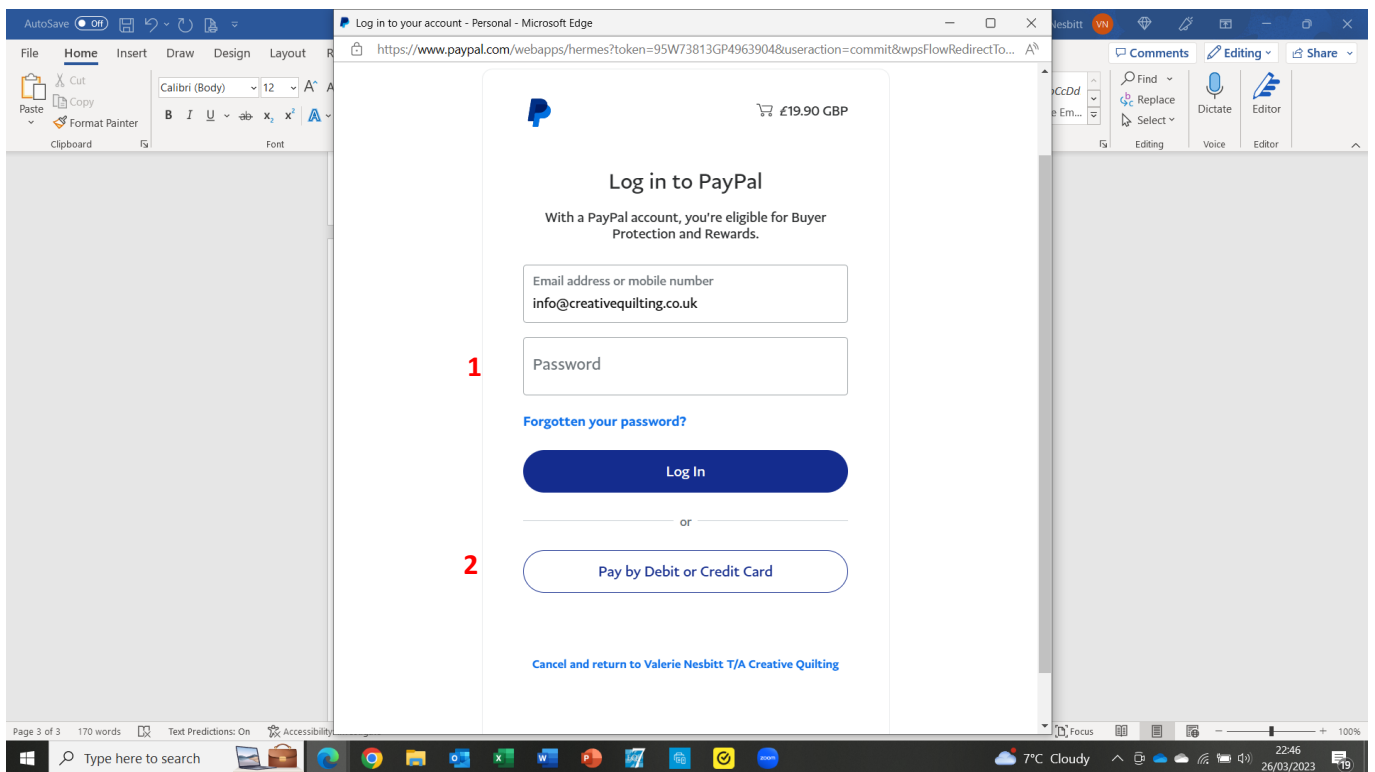
Once you have finished, press the 'Next: Review Order' button

You will then be taken to the confirmation page – check all the details are correct (don't worry about the Paypal bit for now, then press Buy Now

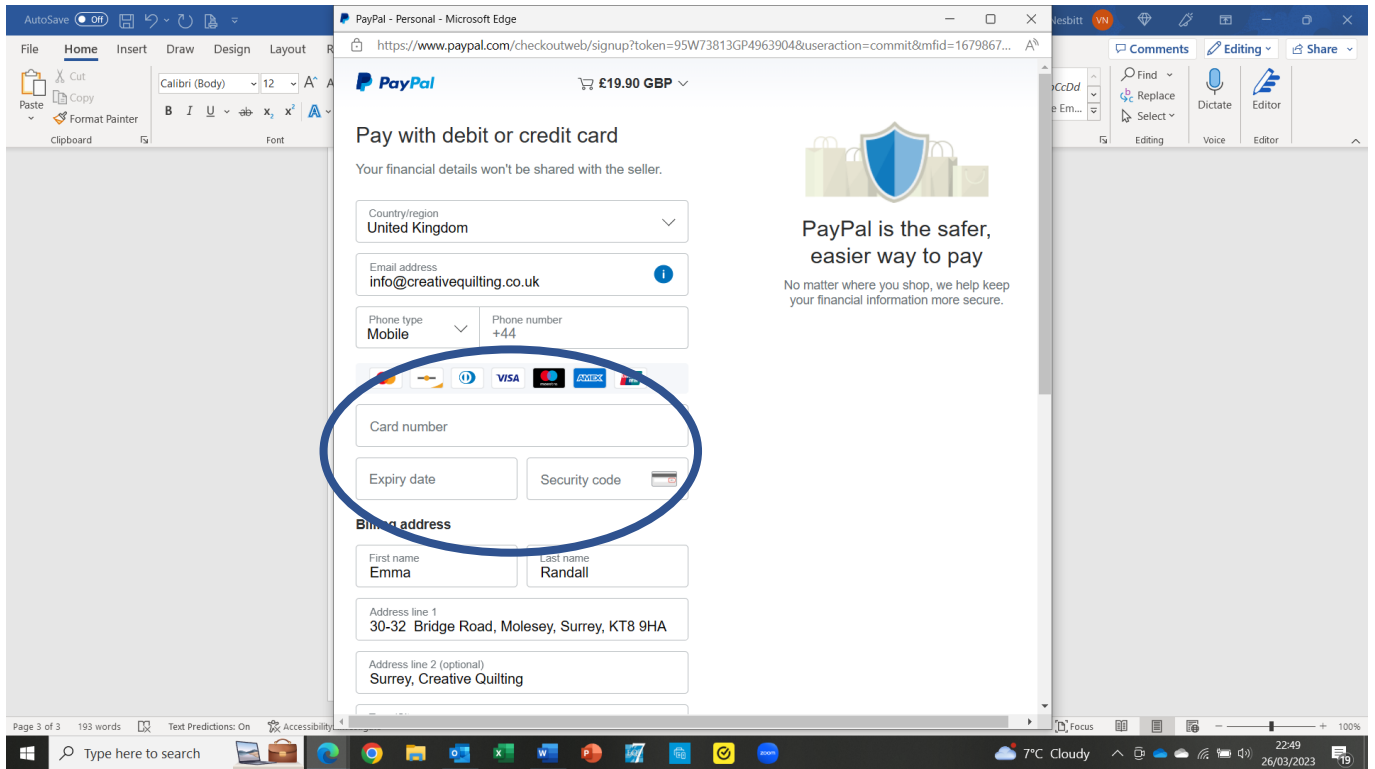


You can then either

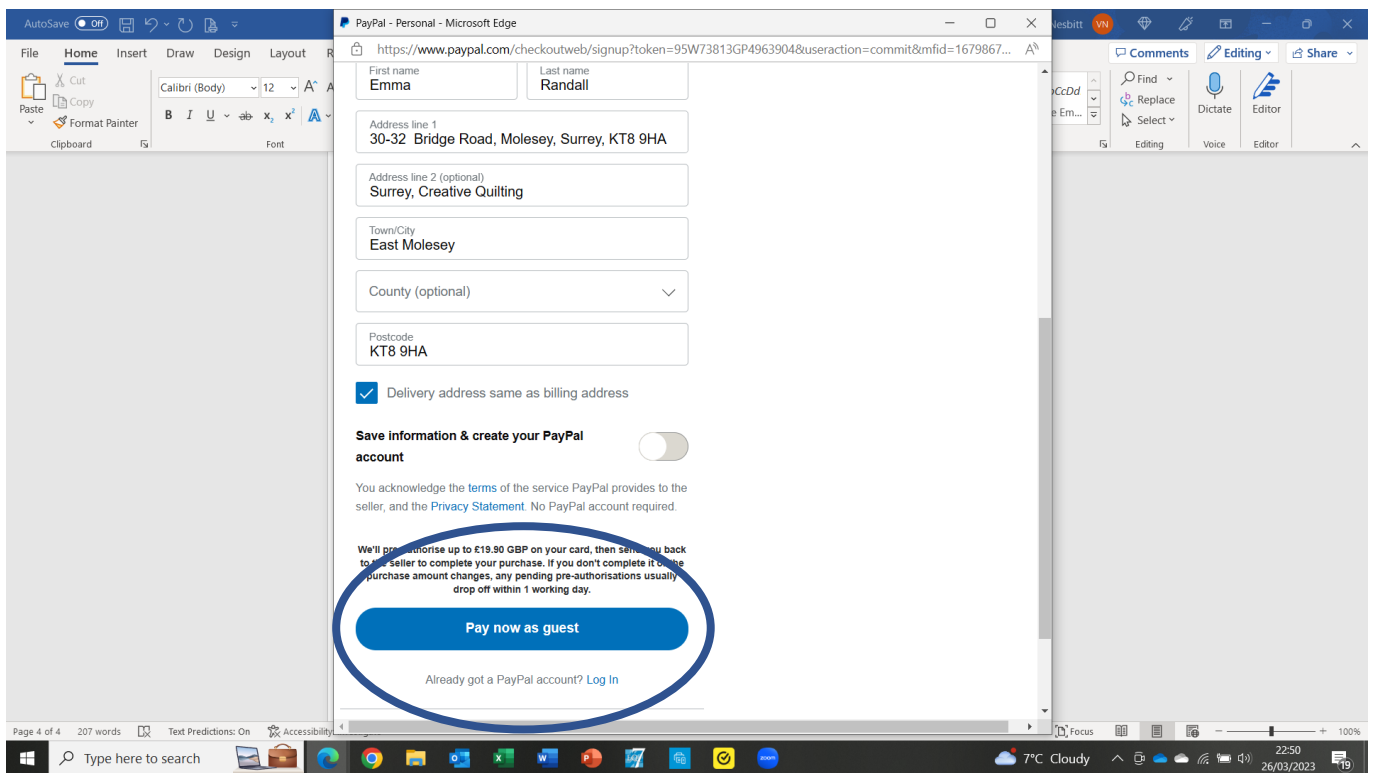
1. log into your paypal account using your password OR
2. click on 'Pay by Debit or Credit Card'



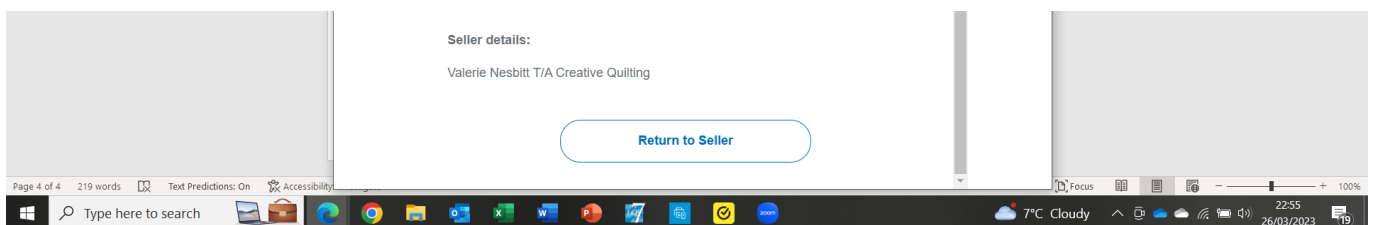
If you select Debit or Credit Card you can now enter your card details.



Scroll down to the bottom and click on 'Pay now as guest'



Once completed you will see a receipt screen with a button at the bottom to 'Return to Seller'. Click on this.



You will then return to our website and will see the Thank You message.

The screenshot shows a web browser window displaying the 'Thank You' page of the Creative Quilting website. The browser's address bar shows the URL: <https://www.creativequilting.co.uk/contents/en-uk/thankyou.html?ordermo=11351¤cy=GBP&orderAmount=19.90&tax=0.00&shipping=3.50&...>. The website has a green header with a search bar and navigation links: Home, About Us, Shipping, Checkout, Your Favourites, and Contact Us. A left sidebar lists various categories: New in, Celebrate The Coronation, Fabrics, Haberdashery, Knitting & Crochet, Kits, Patterns & Books, Fabric Clubs, SALE SALE SALE, Classes and Demonstrations, Gift Vouchers, Our Newsletters, and Links. The main content area features a 'Thank You' heading, a paragraph explaining the current situation, a photo of a shop front, and a sign-up link for a newsletter.

Home > Thank You

Thank You

Thank you for your order. We will do our utmost to fulfil and ship your order in a timely fashion, however as we are working with fewer staff to maintain "social distance" this may mean we are unable to ship orders within 48hrs of receiving payment notification (which we would normally aim to do). We will get in contact with you if there is an issue or if we have a query; **if you have selected to pay over the phone, we will call you.**

We are aware that the fabulous postal staff of Royal Mail are doing all they can to deliver your orders but they too are, understandably, also under pressure at present. Therefore we kindly ask that you allow 2 weeks before contacting us via email to report orders which may have gone astray. In the meantime, if you wish to check on your order status, you can do this by clicking on the green "Track Order Status" button in your order confirmation email.

Your support at present means so much to us all and we thank you for placing an order with us.

Kind regards,
Creative Quilting

To receive our free monthly e-newsletter, join our mailing list by clicking on this [link](#).

Sadly the payment screens are out of our control so we can't change them to make them easier to navigate but hope this helps!

The Creative Quilting Team.