

# GOEL Electronics Payment FAQ

## PAYMENT ISSUES FAQ - GOEL Electronics

### 1. ACCEPTED PAYMENT METHODS

We accept:

- Credit Cards: Visa, MasterCard, American Express, Discover
- Debit Cards with Visa/MasterCard logo
- PayPal
- Apple Pay and Google Pay
- GOEL Electronics Gift Cards
- Affirm (Buy Now, Pay Later)

### 2. PAYMENT DECLINED - COMMON REASONS

Your payment may be declined due to:

- Insufficient funds in the account
- Incorrect card number, expiration date, or CVV
- Billing address doesn't match card records
- Card issuer blocked the transaction (call your bank)
- Daily spending limit reached
- Expired card

### 3. HOW TO FIX PAYMENT ISSUES

Step 1: Verify all card information is correct

Step 2: Ensure billing address matches your bank records

Step 3: Try a different payment method

Step 4: Contact your bank to authorize the transaction

Step 5: Clear browser cache and try again

### 4. DOUBLE CHARGED

If you see duplicate charges:

- Wait 24-48 hours - pending charges often drop automatically
- If charges persist, contact us with your order number
- We will investigate and refund duplicate charges within 3-5 business days

## 5. PAYMENT PENDING

Pending payments usually clear within 24 hours. If still pending after 48 hours, contact your bank first, then our support team.

## 6. PROMO CODE NOT WORKING

Check that:

- Code is not expired
- Minimum purchase requirement is met
- Code applies to items in your cart
- Code hasn't been used before (single-use codes)

## 7. REFUND NOT RECEIVED

Refunds take 5-7 business days to appear. Check with your bank if not received after 10 business days.

Payment Support: [payments@GOEL Electronics.com](mailto:payments@GOEL Electronics.com) or 1-800-GOEL Electronics option 3.