NOTE – Please design the page as below link:-

https://www.karenmillen.com/gb/help.html

**HOW CAN WE HELP?**

**DELIVERY**

**What are my delivery options?**

Please go to the delivery page and select your delivery country from the drop-down menu to take a look at your delivery options.

**I have not received my order, what should I do?**

Please check your tracking before contacting us to see if it has been left in a safe place or to see if it explains that there has been a delay. If the tracking shows no information please contact us at - talktous@livebyverve.com, with your order number, one of our customer care team will be able to advise.

**My tracking shows as delivered but I have not received my order.**

Please email us with your name and order number so that we can contact the delivery company on your behalf.

**My item has been returned to you because it could not be delivered.**

Our couriers attempt to deliver twice before returning items back to us as undelivered. If your order has been returned to us it will be processed as a refund once we receive it. If you would like us to send your parcel back out rather than refund it, please contact us via email with your name and order number so that we can look into this for you.

**Do you deliver to work addresses?**

Yes, when you place your order please enter ‘work address’ into the shipping details section of the checkout.

**PAYMENT**

**What currencies and payment methods do you accept?**

We accept all major credit/debit cards or you can pay via Paypal. If you do not have a Paypal account, you can register for a new account by visiting the Paypal website. You can pay in the following currencies £ British Pounds, € Euros, $ US Dollars, $ AUS Dollars or $ CAN Dollars. However, please be aware that all payments and refunds are processed in the currency that you paid in.

**Is my payment information safe?**

Yes, your personal information is treated with care and is only transferred over to us via a secure server connection, no financial information is held on our systems. We are a member of ‘Verified by Visa’ and ‘Secure by Mastercard’ which provide additional security when using your payment cards for online purchases.

**Why has my payment failed?**

Your order will only be confirmed in the payment has been successfully processed. If you have entered incorrect care details please try again and double check the information you are inputting. Please contact us if continue to have difficulty placing your order.

**TECHNICAL/ACCOUNT**

**I can’t sign into my account**

Please check the spelling of your email address and password (our system is case sensitive). If this does not help, please use the ‘forgot my password’ link which will remind you of your password. If you are still having problems logging in, please contact us to let us know and one of our customer care team will be able to help you.

**I have not received a confirmation email**

Please make sure you have checked your junk folder for the email. If you still believe you have not received it, please feel free to contact us and one of our customer care team will be able to help you.

**My payment has declined, why?**

When entering your card details, please ensure that you are entering all of the correct details, including the correct billing address. If you are still having trouble placing your order, please feel free to contact us and one of our customer care team will be able to help you.

**I am not receiving your newsletter**

If you have signed up to our newsletter and have not received any emails yet, please check that they aren’t in your spam folder. To correct this, please add - mail@livebyverve.com to your address book or safe email list.