

Payment Failures - Common Problems

Common Reasons Payments Fail

1. Blocked by card holder bank
2. Card has expired
3. Insufficient funds
4. Card holder address or zip code does not match
5. Not a supported payment method

Blocked by Card Holder Bank

The card holders bank may block the payment for many reasons. You will need to contact your bank to authorize the payment if it is being blocked.

Card has Expired

Payments are often declined when the credit card on file has expired. You can update the card on file through the [billing page](#), or contact your bank to ensure they send you a new card.

Insufficient Funds

Payments can fail due to insufficient funds on the card on file. You will need to contact your bank to ensure there is room on the card for the [subscription](#) you've chosen.

Card Holder Address or Zip Code Does Not Match

Payments can fail if the address or zip code entered does not match the address on file with the card holder's bank. You can verify all the information entered is correct on the [billing page](#).

If you have recently moved, you may also need to update the address on file with your bank.

Not an Accepted Payment Method

We accept major credit cards from Visa, Mastercard, and AMEX. Other card types are not accepted at this time.

Visa debit and Mastercard debit cards may work depending on the issuing bank. We recommend using a standard Visa, Mastercard, or Amex to avoid any failed payments.