



## Online Order Process

The steps in our on line order process are set out below:-

### **Step 1 – Choose your Goods**

To start the order process, you must select the desired quantity of Goods on the "Buy Now" screen. The separate costs of postage and packing will be displayed along with the overall total cost of the order. To proceed, click "Place Order".

### **Step 2 – Provide your details**

The next step is to provide us with your billing and delivery details. You will also note that the contents of your basket are displayed on this screen. If you wish to change the Goods which you have selected, click on "Back" to return you to the product selection page. When you have completed this step, click on "Proceed to order confirmation".

### **Step 3 – Confirm your order**

The screen will display the Goods which you have selected (and the price) and your contact details. You should check this information and, if you wish to correct any errors, click on the "Back" button to return you to the input screens. If you wish to proceed, you must confirm that you have read and accept the Terms by ticking the "I Accept" box and proceeding to the secure payment screen.

### **Step 4 - Pay for your Goods**

You can pay for the Goods using the following methods of credit or debit card: Visa, Visa Debit, Visa Electron, Mastercard or Solo.

### **Step 5 – Order acknowledgment**

Once your card details have been checked and your payment has been received, Vivid will confirm that your order has been received by sending an email to you at the email address you provide in your registration form. The shipment email will include your name, the order number and the total price.

**You should note that no contract has been formed at this time. We are simply acknowledging your order.**

### **Step 6 – Contract formation**

The contract will be formed when we dispatch the Goods to you.