2CO transaction failed but they charged my card!

Posted by price1 - 2008/08/02 04:52
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Please explain why this transaction failed to finalise even though my card has been charged. I have no access to the product, but I need it NOW!

I can forward a copy of the transaction receipt if necessary, but I need someone in contact with my now as the send button on your contact form does not work!

Ian Price
ian.price@vantageautomotive.com

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Re:2CO transaction failed but they charged my card

Posted by admin - 2008/08/02 07:33
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Hello,

We have already sent you the download link and the license. Also we have provided you with refund for one item.

Regards,
ARI Soft

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Re:2CO transaction failed but they charged my card

Posted by gabriela - 2008/08/09 18:36
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I had the same issues - please can you send me the download link and the license please ?

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Re:2CO transaction failed but they charged my card

Posted by admin - 2008/08/11 09:16
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Hello,

We've sent you all the stuff.

We are also working to sort our this technical issue.

Regards,
ARI Soft

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Re:2CO transaction failed but they charged my card

Posted by ivanjones - 2008/11/08 17:52
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I had the same problem.

After the first 'failed' payment, I tried again using paypal (which also failed!)

I have received the download link (inspite of the 2CO transaction failed notifications), but now am worried that I'm about to be charged twice.

I should add that I found the shop website to be very badly laid out and a challange to navigate. Also the choice of pale green text on grey background means words dont stand out from the page.

Ivan

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Re:2CO transaction failed but they charged my card
Posted by admin - 2008/11/08 19:29
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As we already asked you could you please send us the error message you have got when order failed. It looks like probably 2checkout has experienced technical difficulties.

Which browser, screen resolution do you use so our site looks poor for you? We would like to investigate and improve our customer service.

Also could you please check your paypal account and credit card. We see that you have only been charged once. We can send you the invoice if you wish.

Regards,
ARI Soft

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Re:2CO transaction failed but they charged my card
Posted by ivanjones - 2008/11/08 20:37
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Obviously i can't reproduce it, so I can't tell you for certain what the message was, or send you a screenshot. It was something like 'transaction failed', with a red cross.

Browser is IE7, resolution 1280 x 1024

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Re:2CO transaction failed but they charged my card!
Posted by ivanjones - 2008/11/09 17:24
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This is an example of the lime green text I find hard on my eyes.

I'm sure it's not just me (i have no visual impairment or difficulties seeing colours).

It's just too pale on a pale background (IMHO!).

  http://www.ari-soft.com/images/fbfiles/images/2008_11_09_171716.jpg

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Re:2CO transaction failed but they charged my card
Posted by admin - 2008/11/09 18:57
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Thank you. We will think about changing site colors to more appropriate.

Regards,
ARI Soft

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