

Checkout not accepting your address?
STEP ONE: Make sure you are logged in to your account

LOG IN

[Home](#) / [Login](#)

LOG IN

EMAIL ADDRESS *

PASSWORD *

Log In

[Forgot password?](#)

NEW CUSTOMER

Create an account with us and you'll be able to:

- Check out faster
- Save multiple shipping addresses
- Access your order history
- Track new orders
- Save items to your wish list

[Create Account](#)

Once you have successfully logged in or clicked on your account, you will see this page.

ORDERS

[Home](#) / [Your Account](#) / [Your Orders](#)

Orders
Messages
Addresses
Wishlists
Recently Viewed
Account Settings

You haven't placed any orders yet.
1 of 1

STEP TWO: Click on 'Addresses', circled in red on the left & your page should now look something like this. Then click 'Edit', circled in red on the right.

ADDRESSES

Home / Your Account / Address Book

- Orders
- Messages
- Addresses**
- Wishlists
- Recently Viewed
- Account Settings

New Address

KELLY DUNCAN
3 Test Test Avenue
London, SW1 7NH
Phone: 07700000000

Edit Delete

STEP THREE: Check your address has a Country associated with it.

If for any reason, it says GB, please change it to United Kingdom. You will not be able to proceed through checkout with GB.

Orders

Messages

Addresses

Wishlists

Recently Viewed

Account Settings

UPDATE ADDRESS

Home / Your Account / Address Book / Address Form

FIRST NAME *	<input type="text" value="Kelly"/>	LAST NAME *	<input type="text" value="Duncan"/>
ADDRESS LINE 1 *	<input type="text" value="3 Test Test Avenue"/>	ADDRESS LINE 2	<input type="text"/>
SUBURB/CITY *	<input type="text" value="London"/>	COUNTRY *	<input type="text" value="United Kingdom"/>
STATE/PROVINCE	<input type="text"/>	ZIP/POSTCODE *	<input type="text" value="SW1 7NH"/>
PHONE NUMBER	<input type="text" value="07700000000"/>	COMPANY NAME (OPTIONAL)	<input type="text"/>