

## **What should I do if my payment is on hold?**

For security purposes, we would need a scanned copy of any government issued ID to be sent to [customercare@muscatcontainerdepot.com](mailto:customercare@muscatcontainerdepot.com)

## **What is Payment On Hold?**

It is a condition where payment is successful at customer's end however due to some security reasons, it is put on hold at MCD system for verifications.

## **What payment methods do you accept?**

Credit Cards: At MCD, our preferred payment method is via a secure credit card transaction. Rest assured, your card number will be protected using industry-leading encryption standards. We guarantee a safe shopping experience on our website. We currently accept Visa and MasterCard credit cards.

## **My credit card details have been rejected, what do I do?**

Double check the following common mistakes:

[Is the card you used for ATM use only?](#)

Some cards are not enabled for e-commerce shopping, contact your bank to enable your card for online shopping.

[Were the following fields entered correctly?](#)

- Card number
- Name on card
- CVV code (three digit number on back of card)
- Expiry date

[Is there sufficient limit on your credit card?](#)

If the above conditions are met, call your bank to check if your credit card is eligible for online purchases or if there is any other reason blocking it.

Contact your bank if you are facing any problems with 3D secure. Were the following fields entered correctly? Card number Name on card CVV code (three digit number on back of card) Expiry date

## PLACING ORDERS

**How do I pay online:** Ordering is easy the basic steps are outlined below: For further assistance you can contact customer service @ **xxxxxxxxxx** or email at [customercare@muscatcontainerdepot.com](mailto:customercare@muscatcontainerdepot.com)

- Browse the site for the product you require
- Add the product to the cart
- Proceed to the checkout
- Follow the directions on payment
- Await conformation once payment has been done.

**How do I know if my order has been successful?** Once your order has been accepted you will receive an Email confirmation from muscatcontainerdepot.com showing the details of the order you have just placed.

**Once I have ordered from muscatcontainerdepot.com what documents will be required for receiving of the delivery?** Details of documents and process should be mention here.

**Can I cancel my order?**

**Is it safe to use my Credit/Debit card with muscatcontainerdepot.com?** When ordering from the Muscat container depot site we accept orders only from web browsers that permit communication through Secure Socket Layer (SSL) technology- International standard for internet browsing security please see [Term and Conditions](#).

**Will my details be shared with 3rd parties of MCD?** We respect the privacy of our valued customers and don not share any customer details with any third parties.

## PAYMENTS

**Will I receive a receipt for my purchase?** Yes, once the order has been accepted you will receive an email confirmation of your order with full details, you will also receive a physical copy with your product.

**Does MCD store any credit/debit card details?** No credit and debit card details are not stored by MCD

**Problems at the payment page:** If for any reason you encounter problems at the payment page we suggest that you contact customer services for assistance.

## DELIVERY

**Where does Luluwebstore.com deliver to?** Luluwebstore.com delivers across the UAE, however some remote areas are restricted.

**What types of logistics support MCD have?**

**How much is the logistics cost?**

**Is it possible to schedule a specific delivery time?**

RETURNS/CANCELLATIONS AND WARRANTY

**If I wish to cancel / return my products what do I do?** In these cases please refer to the returns policy section for further information, you can also contact customer services for further assistance.

**What is the return my order policy?**