

Technical

I have seen a product but it no longer seem available on the website?

The website is designed to automatically hide from view items and sizes out of stock on the website that are going obsolete. This information cannot be guaranteed as 100% accurate. So if the item or size you require is not showing, we're sold out I'm afraid. But please either find an alternative or check back as stock levels and products are updated daily.

My payment has been declined?

Don't worry. This can happen for a number of reasons. If you have ample funds in your account, it's most likely you entered one of the card digits incorrectly. You can also try checking the details in your surridge sport account to ensure that the billing address is the same one to which the card is registered.

If the problem persists, try entering the details of another card.

Is it safe to order online?

We utilise industry-standard Secure Sockets Layer (SSL) technology to allow for the encryption of potentially sensitive information such as your name, address and other critically sensitive information like your credit card details. Information passed between your computer and our website cannot be read in the event someone else intercepts it. This technology includes the following features:

Authentication - this assures your browser that your data is being sent to the correct computer server, and that the server is secure.

Encryption - this encodes the data, so that it cannot be read by anyone other than the secure server.

Data Integrity - this checks the data being transferred to ensure it has not been altered.

I am not receiving your emails?

One of the most common reasons for this is that your email software is marking emails from us as junk mail, and is sending them to your spam folder. To stop this from happening, please add customerservices@surridgesport.com to your email address book, and emails from us should come through just fine.

If you checked this and are still not getting emails, make sure you typed in the right email address when you signed up with us. Just sign into My Account (if you can remember what address you did type in), or get in touch with our customer service team, and we'll do our best to sort it out for you.

I can't sign into my account?

When you want to shop with us or access your account, we ask you to sign in. If you find that your email address or password is not recognised, please make sure you are using the same email address and password that you used when you registered with us.

If you can't remember your password, just type your email address in to the 'Forgotten your Password' box on the sign-in page, and you'll be given instructions on how to reset your password.

You can change your password, main email address or any of your other details at any time just by signing in to My Account.

I have problems accessing and buying from your website?

If you are having technical problems, please get in touch with our customer service team, who will endeavour to help you. To help us solve the issue for you, please include as many of the following details as possible:

- Your Operating System (e.g. Windows XP, Mac OS 9.0)
- Internet Browser (e.g. Internet Explorer 6, Firefox 3.5)
- What page you were trying to access
- What time the problem occurred
- Please cut and paste into the email any error message that appeared on the screen.