Checkout Troubleshooting Guide

If you are experiencing trouble adding items to your cart or checking out, this guide outlines the most common issues and how to solve them.

1. Item Will Not Add to Cart

- JavaScript Conflicts: Refresh the page or try another browser. Disable browser extensions like ad-blockers.
- Outdated Browser: Update to the latest version.
- Required Options Not Selected: Ensure all product options are selected before adding to cart.

2. Cart Shows Empty After Adding Items

- Cookies or Cache: Clear your browser cache and cookies.
- Incognito/Private Mode: Use an incognito/private browser window instead.
- Firewall or Security Plugins: Try a different device or network.

3. Trouble Proceeding to Checkout

- Incomplete Billing/Shipping Info: Fill out all required fields.
- Invalid Promo Code: Remove or correct the code.
- Payment Issues: Ensure correct information or try a different payment method.

4. Checkout Page Not Loading or Crashing

- Slow Internet: Refresh your connection and try again.
- Extensions Blocking Content: Disable browser extensions temporarily.

Still Having Trouble?

- Try a different browser (Chrome, Firefox, Safari).
- Use another device (desktop or mobile).
- Contact us with a screenshot, steps taken, and any error messages.

Email: contact@nbgif.org