



## **tix123 Credit Card Help**

### **Decline**

If you see “decline” in an error message, your credit card company is blocking the transaction. Please call your credit card company using the phone number on the back of your card.

### **CVV Mismatch**

If you have completed all required fields, please check again that your web browser auto-fill function has not written over any of your information. If you have verified that all fields are accurate your credit card company may be blocking the transaction, please call your credit card company using the phone number on the back of your card for help.

### **Other Errors**

Please follow these steps:

- 1) Select a ticket quantity from the dropdown
- 2) Answer all questions
- 3) Enter your contact details
- 4) Select credit card type, card number, expiry date, name, and CVV code.
- 5) Select “Continue”.

### **Pending Charges**

If your credit card statement shows a pending transaction, and your order did not complete nor did you receive your tickets by email, you may attempt your purchase again using the same credit card or a new credit card. Pending status means your credit card company detected an error in your name or address, incorrect CVV, lack of funds available, Visa Debit not accepted, or a different reason. TIX123 cannot modify a pending transaction, it will be purged by your credit card company in a few days. For more information, please call the phone number found on the back of your credit card.

**Due to privacy laws, online vendors like TIX123 can not answer questions about your credit card transactions, please call your credit card company using the phone number on the back of your card.**