

# Morrisons Online Shopping - Payment Process

## Placing Your Order

- When placing an order in your Morrisons Online account, your basket total will be the price of the goods in your basket plus any cost for the collection or delivery slot.
- When checking out you will be prompted to add in card payment details. This is necessary to place your order and can be saved to your account.

## Pre-Authorisation Charge

- Once your order has processed (typically early in the morning of collection/delivery) a pre-authorisation charge will be placed on your card.
- Pre-authorisation means your bank places a **temporary hold** on funds, preventing that money being spent elsewhere, to ensure there are sufficient funds in the account when payment is taken after delivery/collection.
- The pre-authorisation charge **does not** remove money from your account.
- The pre-authorisation amount is your basket total plus £5 or 5%. This extra amount is to allow for any factors which may alter the total cost of your order such as variable weight items such as meat joints from our market street.

## Delivery and Payment

- Once your order is collected or delivered, the total amount you are charged will have any returned or rejected items already deducted. You are not charged for these items, therefore they will not show on your account separately as refunds.
- This amount will be charged from your bank account and the pre-authorisation hold will be released and disappear from your bank statement
- Please note the pre-authorisation hold usually disappears within 48 hours of order completion, but can take up to a week depending on your bank.

If you have any further queries please phone Customer services on 0345 611 6111 or send an email us through the following link <https://www.morrisons.com/help/form/contact-us>

Thank you for shopping at Morrisons