

Are you having trouble placing an order. Does it kick you back to the beginning. Please see the list below for the most likely causes.

The most likely cause is that you have not verified your email address.

1. When you registered for your new account, did you verify your email ?

When you register for a new account the website will automatically send you an email to the email address you put as your main email. You have to open this email and click on the link in the email. This verifies you and unblocks your account allowing you to place orders online. If you don't see this email, make sure and check your Spam/Junk E-mail folder, it will most likely be there.

If you are still unable to verify your email, please call us for assistance at
1-818-775-0065

2. Is your address information correct ?

Check your address and make sure the address, city, state, and zip code are correct. Make sure these are in the correct location. Some times people put the zip code where the city should be and vice versa. If you put the wrong address the system will not recognize it and will not allow you to place your order.

3. Are you trying to send to another country other than the USA ?

The website is not setup for shipping to foreign countries. Some times it will recognize the zip code and think it is a USA shipment, but the freight will be completely wrong, but most the time it will not allow foreign shipments. We are working on this and hope to have it in the near future. Please call us at 1-818-775-0065 or email us at info@abcplastics.com to place your order.

4. Is the total of your order before freight less than \$15.00 ?

To place an order, there is a minimum order amount of \$15.00 dollars. This is the total of all items ordered.

5. If you are having problems after entering your credit card information.

a) If you are trying to use an American Express Card ? - The shopping cart does not accept American Express. We only accept Visa, Master Card, Discover, and PayPal. If you only have an American Express card please call us at 1-818-775-0065 for help.

b) Check that you have entered you credit card number correct, and that the expiration date is entered correct, and your 3 to 4 digit security code is correct.

c) Make sure that your "Billing Information" is the same as your bill to address on your credit

card. This will be the address that your credit card statement is sent to. Many people make the mistake and (if ship to address is different from bill to address) put their ship to address here.

This address is shown at the start (step 1 of 4) of the checkout process. Click on the "Shipping Address" located above the list of item(s) you are purchasing to go back to step 1.

If you still need help.

Please call us at : (877) Mr Hinge (674-4643) Toll Free. or (818) 775-0065 if outside the USA please call:
1-818-775-0065

and one of our friendly staff will be more than happy to assist you and take your order.