



Payment Options

Triple Play Wireless accepts VISA, Discovery, MasterCard and American Express as well as PayPal. If you do not have access to the internet or don't feel comfortable placing orders online, please email us at info@tripleplaywireless.com

Order Modifications

If you've placed an order online please be sure to review the order carefully. If you find any errors, please contact us immediately by phone at 646-404-0405 or email at info@tripleplaywireless.com. Please understand that if you do not contact us right away, we will not be able to modify your order. Due to our automated system, orders are automatically submitted to our fulfillment department as soon as they are completed online.

Billing

Once an order has been submitted, credit cards will be pre-authorized for the total dollar amount of the order. Pre-authorizations will show up immediately, though this does not indicate that a charge has been made. In addition to the bank's authorization, Triple Play Wireless software system will run various authorization checks. If for any reason an order is not authorized by Triple Play Wireless software system, the order will not be processed, nor will an order confirmation be issued. Under these circumstances, the customer WILL NOT be charged. However, the amount will still appear as a pre-authorization for approximately 2-3 business days. Billing will be processed upon shipment of all orders.

Order Not Processing

Possible reasons that an order would not process:

- The billing address that is on the order does not match the billing address that the card statement is sent to.
- Unavailable funds.
- Incorrect card security code. For most credit cards, enter the three-digit number that follows your account number on the back of your card. If you have an American Express card, enter the four-digit number printed above your account number on the front of your card.
- Incorrect card number or expiration date.

If your order did not process and you still see authorizations on your credit or debit card, please don't fret. These are not charges, and no money has been taken from your account. They are merely pending authorizations and will drop off your account in 2-3 business days. If you continue to have problems with your credit card on our site, please contact us at info@tripleplaywireless.com, or call 646-404-0405. Triple Play Wireless reserves the right to correct price errors before fulfilling any orders

