

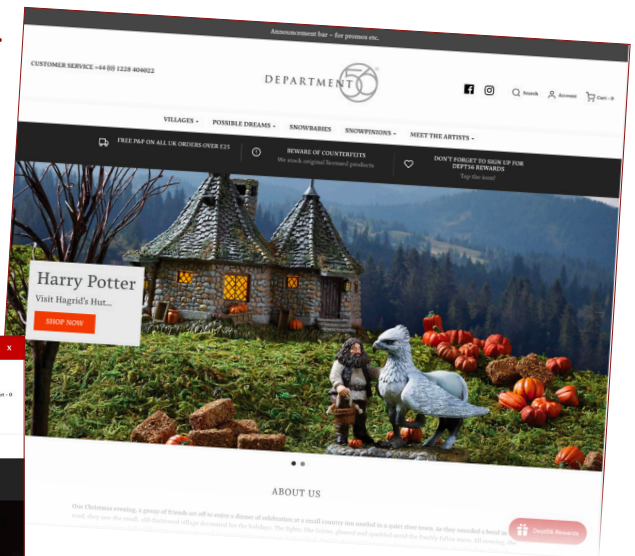
Our step-by-step guide on how to order from www.dept56.co.uk

We want your visit to our store to be a good experience, so we've compiled a guide on how to place an order with us — should you still have any questions that are not answered here, please feel free to contact us directly, and we will be very happy to help.

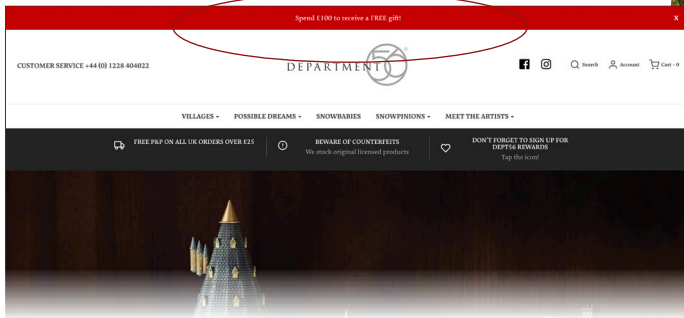
1. Browse the site!

Be sure to check back regularly too, as new offers are displayed on our homepage (a), and will also appear as a flash at the top of the pages (b).

a.

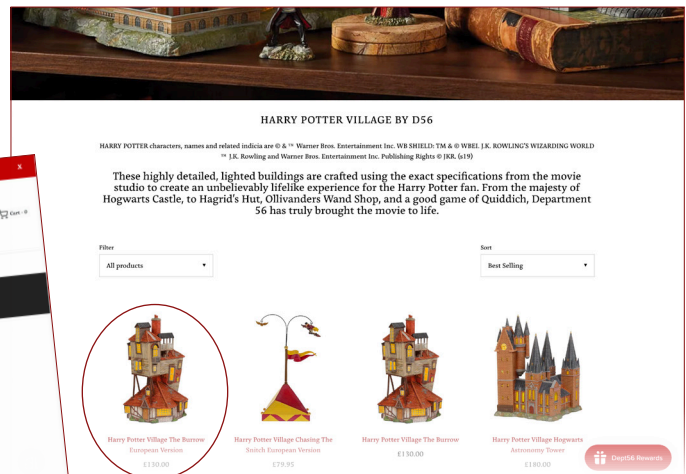


b.

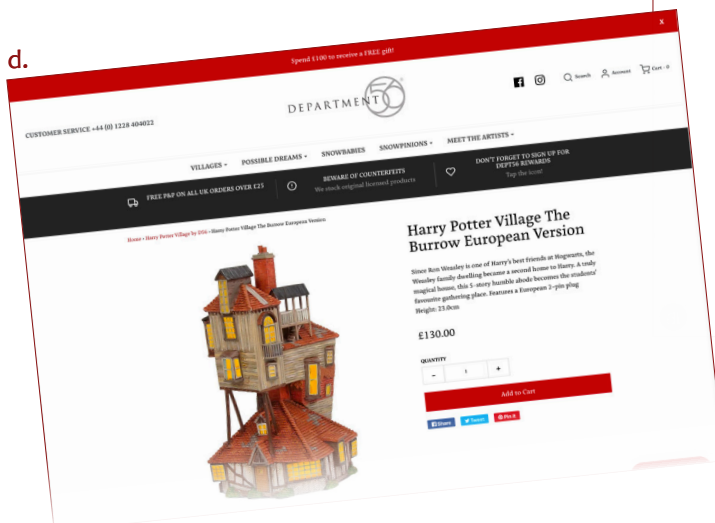


2. Click onto an item on a collection page (c). Add your chosen items to your cart from within the full product description (d).

c.



d.



3. When you add an item to the cart, you will be automatically redirected to view your cart page (a1 & a2), where you will see your selected item details, including price and quantity.

Active offers which your selection makes you eligible for will either appear as a popup (b1), or will be automatically applied (b2) the type of offer will determine this.

If you have a different discount to use, simply check, 'I will be using a coupon instead' (c) and enter your code in the Discount code field.

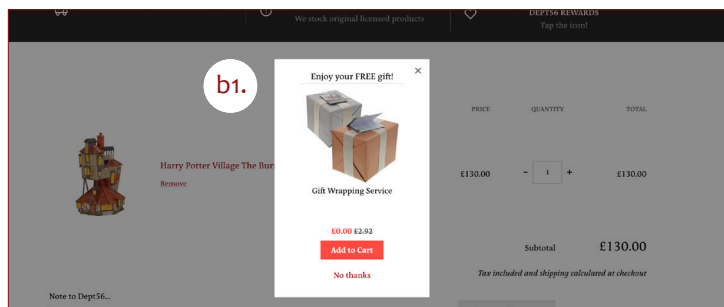
Using a different coupon/offer code will override offers you have already qualified for, so clicking, 'Update Subtotal' (d) will remove any extra items that you no longer qualify for. This ensures that you aren't charged for the extra items.

4. When you are ready to complete your purchase, you must first click all three of the consents checkboxes (e) — failure to check any of them will result in a warning pop-up similar to the one shown (f). Click 'Checkout' when ready to proceed.

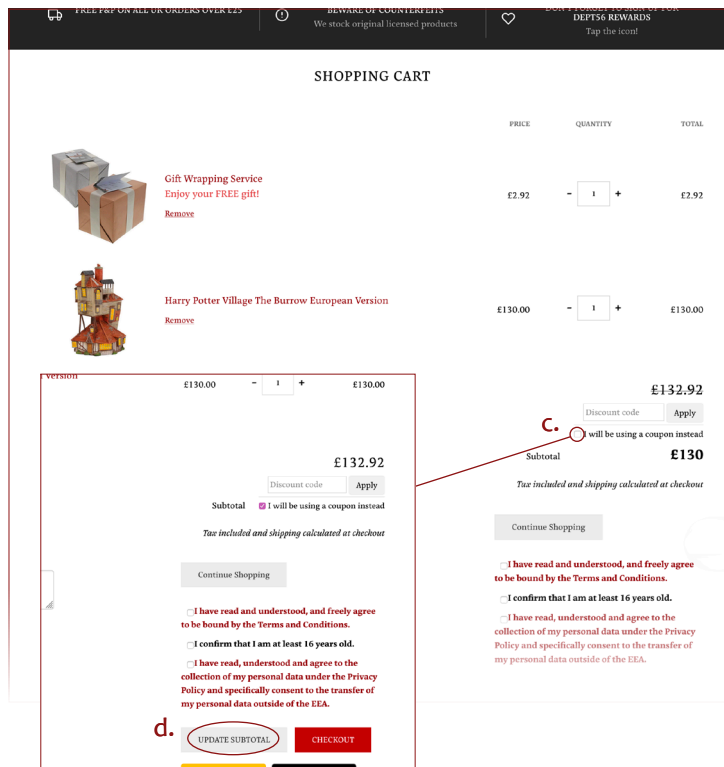
5. Fill in all of your details, and check the box for news and offers (g) if you wish to receive them — you are under no obligation to check this box if you don't want to.

The highlighted fields (h) are compulsory, so you won't be able to progress until these are filled in. Once complete, click on 'Continue to shipping method'.

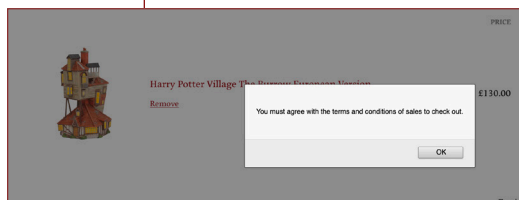
a1.



a2.



f.



e.



g.

A screenshot of the checkout page. It shows the 'Contact information' and 'Shipping address' sections. The 'Contact information' section has an 'Email' field and a checkbox for 'Keep me up to date on news and exclusive offers'. The 'Shipping address' section has fields for 'First name', 'Last name', 'Address', 'Apartment, suite, etc. (optional)', 'City', 'Country/Region' (set to 'United Kingdom'), 'Postcode', and 'Phone'. A red circle highlights the 'Keep me up to date on news and exclusive offers' checkbox, with a red arrow pointing to a text box labeled 'g.'.

h.

A screenshot of the checkout page, focusing on the 'Contact information' and 'Shipping address' sections. Red boxes highlight the compulsory fields: 'Email', 'First name', 'Last name', 'Address', 'City', 'Postcode', and 'Phone'. A red circle highlights the 'Keep me up to date on news and exclusive offers' checkbox, with a red arrow pointing to a text box labeled 'h.'.

6. If necessary, edit the shipping address and method (a) and click on ‘Continue to payment method’ when all details are correct.

7. Select your preferred payment method — we offer credit card (b), PayPal (c), and Shopify Payments* options.

*not yet active at time of writing, checkout process will be similar to using PayPal. Please contact us if you require help with making your payment.

8. Select your chosen billing address — either same as shipping, or an alternate address as required (d).

If using PayPal, select the radio button and click ‘Complete Order’ — this will open a PayPal window (e) from where you can either log in and pay using your Paypal, or create your account if you don’t already have one. For further details of how to use PayPal, please visit their site for more info — to get you started, try;
<https://www.paypal.com/gb/webapps/mpp/buying-online>

9. You will see the order confirmation screen (also displaying your order number) when your payment has been successfully processed.

a.

DEPARTMENT 56

Cart > Information > Shipping > Payment

Contact: s@hen.co.uk Change

Ship to: e, c, CA30EN, United Kingdom Change

Shipping method

☒ Shipping Cost Free

☐ Next Day UK Mainland, available Mon-Thur order before 12pm. See Shipping & Returns for more info. £4.95

< Return to information Continue to payment

Harry Potter Village The Burrow European Version £130.00

Subtotal £130.00

Shipping Free

Total including £21.67 in taxes £130.00

b.

Payment

All transactions are secure and encrypted.

☒ Credit card

Card number

Name on card

Expiration date (MM / YY) Security code

c. ☐ PayPal

d. Billing address

Select the address that matches your card or payment method.

☒ Same as shipping address

☐ Use a different billing address

Remember me

☐ Save my information for a faster checkout

< Return to shipping Complete Order

Refund policy Terms of service

Subtotal £130.00

Shipping Free

Total including £13.82 in taxes

PayPal

£79.95 GBP

Got a PayPal account? Log In

or

Pay by debit or credit card

Your financial details won't be shared with the merchant.

Country/region: United Kingdom

Card type

Card number

Expiry date Security code

First name Last name

Phone number type: Mobile Mobile number: +44

Billing Address

Address line 1

Address line 2 (optional)

Town/City

Postcode: CA30EN

Create a PayPal account

Protect your eligible purchases with PayPal Buyer Protection.

Email address: s@hen.co.uk

Password

Date of birth

Nationality: United Kingdom

☐ By creating an account, you're agreeing to the PayPal User Agreement and Privacy Statement, and confirming that you're at least 18 years old. Read more about PayPal in the Key Payment and Service Information.

☒ Receive offers and promotions from PayPal by email. You can change what you receive whenever you want. More information

Agree and Pay

DEPARTMENT 56

Order #2849 Thank you XXXX!

Shipping address: Carlisle

Your order is confirmed

We've accepted your order, and we're getting it ready. Come back to this page for updates on your order status.

Order updates

You will receive a confirmation email with your order number shortly. All updates will be sent to.

Harry Potter Village The Burrow European Version £130.00

Subtotal £130.00

Shipping Free

Total including £21.67 in taxes £130.00

10. Finally, check your emails!
We will send you a confirmation email (a) straight away, and this will be followed very quickly by your receipt from PayPal (b). If you haven't received either of these, please contact us, and we will be happy to help.

a.

DEPARTMENT 56

ORDER #2849


Thank you for your purchase!

Hi XXXXX, we're getting your order ready to be shipped. We will notify you when it has been sent.

View your order

or Visit our store

Order summary



Harry Potter Village The Burrow
European Version

£130.00

Subtotal

£130.00

Shipping

£0.00


VAT

£21.67

Total

£130.00 GBP

b.



You sent a payment of £35.00 GBP to Enesco Limited.

19 Jan 2018 11:27:28 GMT
Receipt No: 4331-7432-8320-8061

Dear XXXXXXX,

This charge will appear on your statement as payment to PAYPAL *ENESCO LTD.

Create a PayPal account

Thanks for using PayPal to complete your transaction.

Sign up for a PayPal account and enjoy safer shopping, knowing your financial details aren't shared online.

To create an account, add a password below.

[Sign Up Now](#)

Shop more securely

When you pay with PayPal, your financial details are never shared. We remember everything for you, safeguarding your bank or card details.

PayPal can protect you

We can help you get your money back if something goes wrong with your purchase, for example if it doesn't arrive. [Find out more](#). [See full details](#).

Shop faster

PayPal lets you pay in a few easy clicks. All you need is your email address and password for quick, easy payment.

11. If you have any queries regarding your order, or need to cancel your order, please contact us — all of our contact details are below

For more information visit or contact:

www.dept56.co.uk

Customer Services, Enesco Limited, Brunthill Road, Kingstown, Carlisle, Cumbria CA3 0EN
Tel: +44 (0) 1228 404022 Email: shop@dept56.co.uk