

1.14 Billing and Payment

Problems with 'Verified by Visa' or 'Mastercard Secure'.

Problems with the Pop-up Window

The website accessed in the popup window is not provided by Joker.com but by your bank institution.

Sometimes there are temporary problems at the bank, and the user gets error messages or a blank window. In this case, we can only advise you to **contact your bank**, explain the issue and try to re-order again later.

Joker.com does only charge once this popup application is terminated successfully, so there is no danger of double charging.

Other problems could be related to malfunctioning modules or the non-standard configuration of your browser.

In this case, please try to:

- **disable popup blocking** browser functionality (otherwise the popup window will not open)
- allow Javascript (otherwise, the popup window will not open)
- allow cookies in your browser
- disable modules that probably change the behaviour of your browser (i.e. Firefox allows installation of extensions). Misfunctioning modules could lead to a blank popup window or loading the Joker.com site inside the popup. You may also try to temporarily disable your Antivirus software - they also may contain Popup blockers.

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