

## Why is the Complete Purchase button greyed out when I try to check out?

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There could be many reasons why the Complete Purchase button is greyed out. The Payment Method selected is not valid. Please check that the details entered for your card or direct debit are correct and not expired. Domain names and transfers cannot be paid by direct debit. Please purchase them with a valid credit or debit card. Your direct debit becomes locked. Please contact your bank. It can take up to three working days for your direct debit to become unlocked. Please [contact the Sales Team](#) on if you have further questions about your purchase via Live Chat.

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