# Why did the payment fail when I was attempting to add credits?

Encountering difficulties with payment failures while attempting to add credits? Fear not, as we've outlined a comprehensive guide to help you address the issue:

## Resolving Payment Failures: A Step-by-Step Guide

If you've been experiencing payment failures while adding credits from our dashboard, here's what you need to do:

**1. Verify Card Details:**
   Ensure the accurate input of your card number, expiry date, and CVV/CVC/CSC during the payment process.
**2. International Payments Check:**
   Confirm whether your card allows international payments, as this could be a potential reason for the payment failure.
**3. Account Compatibility:**
   Check that your account supports e-commerce transactions and ensure that the set limits are appropriate for a seamless payment process.

## Possible Reasons for Payment Failure:

If the aforementioned conditions are met and you're still facing issues, consider the following potential reasons:

**1. Unsupported Card:**
   It's possible that the card you're using may not be supported for this type of transaction.
**2. Insufficient Funds:**
   Ensure that your account has sufficient funds to cover the intended payment amount.
**3. Bank Declined Payment:**

The bank may have declined the card payment for security or other reasons.

For a more accurate understanding of the specific reason behind the payment failure, we recommend reaching out to ***Elestio's support.***

Our dedicated support team will provide precise information to help you successfully resolve the issue and get back to enjoying our services hassle-free. Feel free to contact us for any assistance you may need!

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