

# Still unsure about buying online?

Let our step by step guide to the shopping process at Clickon Mattresses walk you through the process.

1 Register an account with us. It takes two minutes - a registration is required to make a purchase since it collects vital information from you to ensure we can carry through your order to completion. Please ensure you type your contact telephone number and your e-mail address in carefully since these are both required to complete your order successfully.



The screenshot shows the Clickon Mattresses website registration page. At the top, there is a navigation bar with links for 'about us', 'advice', 'delivery', 'returns', 'search', and 'log in'. The main header features the 'clickon mattresses' logo and a 'get.comfortable' banner with the phone number '08456 036 136'. Below the header, there are several sections:

- Navigation:** 'Shop by product type' with links for mattresses, pillows, mattress toppers, accessories, and clearance.
- Registration Options:**
  - Already registered? Please sign in:** Includes a 'Returning customers: Please log in' section with fields for 'Email address:' and 'Password:', a 'Forgot your password?' link, and a 'login' button.
  - New customer? Please provide your billing information:** Includes a 'Create a login profile' section with a 'login' button.
- Address details:** Fields for 'First Name(s):', 'Last Name:', 'Address:', 'Town:', 'County:', 'Post code:', and 'Country:' (set to 'United Kingdom').
- Additional contact details:** A field for 'Telephone:'.
- Login details:** A section for 'Please ensure you type your e-mail address correctly since this is used'.

On the right side, there is a 'Show by brand' section with a list of brand logos including: Star, JUST ASSURED, KING KOIL, Kofford, EUROUX, RELAXSAN, HYPNOS, BRAGSLEY, STAPLES, Sleepright, HUSH, BODY, and Millbrook.

2 Once logged in, add items to your shopping cart using the various means to locate what your looking for. (you don't have to be logged into to shop, your 'guest' cart will be merged in to your account cart when you log in anyway) When you add items to your cart, a summary of how many items and the total amount is displayed on the top menu navigation bar. You can view the items in the cart by clicking the 'shopping cart' hyperlinked text. You can also proceed to the checkout by clicking the 'checkout now' hyperlinked text.

get.comfortable  
08456 036 136

clickon mattresses

Shop by product type

**Your shopping cart contents**

To update product quantities, enter a new quantity figure in the corresponding box and click the 'update cart' button to recalculate your cart totals. If you wish to remove an item from the cart, click the 'red X' icon to the right of that item.

Qty.	Item name	Unit	Total
1	Sensaire Bed air mattress Comfort level - Variable Size - Kingsize		£719.99
<b>Sub-total: £719.99</b>			

Buttons: continue shopping, update cart, checkout

Right sidebar: Shop by brand (EUROLUX, RELAXSAN, BIRKASLEY, SALLY, Kaymed, Millbrook, KING KOIL, HUSH, HYPNOS, STAPLES, BODY, RUST ASSURED)

3 When you're ready to checkout, either view your basket and checkout, or use the checkout link top right.

get.comfortable  
08456 036 136

clickon mattresses

Shop by product type

**Your shopping cart contents**

To update product quantities, enter a new quantity figure in the corresponding box and click the 'update cart' button to recalculate your cart totals. If you wish to remove an item from the cart, click the 'red X' icon to the right of that item.

Qty.	Item name	Unit	Total
1	Hypnos Heritage Collection - 'Superbe' Size - Kingsize Comfort level - Medium		£949.99
<b>Sub-total: £949.99</b>			

Buttons: continue shopping, update cart, checkout

Right sidebar: Shop by brand (Millbrook, RUST ASSURED, Kaymed, STAPLES, BIRKASLEY, HUSH, RELAXSAN, EUROLUX, HYPNOS, Sally, Silenight, KING KOIL, BODY)

4 The checkout process is split into 4 main sections - the first asking for your delivery information. When you

registered, you will have entered an address for your account. This is initially used as your default delivery address. You may at any time add 'additional addresses' to use for delivery or billing information.

The screenshot shows the 'clickon mattresses' website interface. At the top, there's a navigation bar with 'about us', 'advice', 'delivery', 'returns', 'search', 'my account', and 'log out'. The main heading is 'Step 1 of 3 - Delivery information'. Below this, the 'Delivery Information' section shows the user's address: Joe Bloggs, 1 High Street, Land of Nod, Kent, SL3 3PY, United Kingdom. A 'change address' button is visible. To the right, a note states: 'Your order will be delivery to the address at the left or you may change the delivery address by clicking the change address button.' The 'Delivery method' section shows 'Mainland UK delivery options' with a 'Free delivery service' for £0.00. Below this is a text area for 'Special instructions or comments about your order'. At the bottom of the main content area, there are 'Continue to step 2 - choose your payment method.' and 'proceed' buttons. The left sidebar contains a 'Mattress Selector' with dropdowns for 'Size' and 'Comfort', a search bar, and various guides and security notices. The right sidebar lists several mattress brands: KING KOIL, RELAXSAN, Slab, Millbrook, Slottright, STAPLES, EUROLUX, BREASLEY, HYPNOS, BEST SELLERS, BODY, HUSH, and Kaymond.

5 You will then be asked to confirm billing information. Again, details from your registration will initially prepopulate this section. For most customers, both delivery and billing addresses are the same.

The screenshot shows the 'clickon mattresses' website interface at 'Step 2 of 3 - Payment information'. The 'Billing address' section shows the same address as in Step 1: Joe Bloggs, 1 High Street, Land of Nod, Kent, SL3 3PY, United Kingdom. A 'change address' button is present. To the right, a note states: 'Your billing address is shown to the left. The billing address should match the address on your credit card statement. You can change the billing address by clicking the Change Address button.' The 'Your total' section displays a table:

Sub-Total:	£949.99
Mainland UK delivery (Free delivery service):	£0.00
<b>Total:</b>	<b>£949.99</b>

The 'Payment method' section is set to 'Credit/Debit Card (Secured by Protix Form)'. Below this is a text box with information about Protix: 'Protix provide secure online credit card and debit card payment solutions for thousands of online and mail order businesses across the UK. They have grown to become the largest independent Payment Service Provider (PSP) in the country because their solutions offer exceptional value for money without compromising on the level of service and functionality.' There is a 'Special instructions or order comments' text area. At the bottom, there are 'back', 'Continue to step 3 - to confirm your order.', and 'proceed' buttons. The left sidebar is identical to the previous screenshot. The right sidebar lists the same brands as in Step 1.

6 The third screen displays a final confirmation of your order and the delivery and billing information. This enables to you double check all the details before finally proceeding to our payment service provider to securely collect payment.

The screenshot shows the 'Step 3 of 3 - Order confirmation' page on the Clickon Mattresses website. The page is divided into several sections:

- Billing/payment information:** Joe Bloggs, 1 High Street, Land of Nod, Kent, SL3 3PY, United Kingdom. Payment method: Credit/Debit Card (Secured by Protix Forms).
- Delivery information:** Joe Bloggs, 1 High Street, Land of Nod, Kent, SL3 3PY, United Kingdom. Delivery method: Mainland UK delivery (Free delivery service).
- Special instructions or order comments:** None.
- Shopping cart contents:**

Qty.	Item name	Total
1 x	Hypnos Heritage Collection - 'Superbe' Size: Kingsize Comfort level: Medium	£949.99
Sub-Total:		£949.99
Mainland UK delivery (Free delivery service):		£0.00
Total:		£949.99

The page also includes a 'Final step - continue to Protix' button and a 'proceed' button.

7 The fourth and final part of the process takes place at our payment service gateway at Protix. Notice the padlock on this page. Your payment card details are taken via an SSL encrypted connection. This is a defacto industry standard to safeguard your personal details. On this screen you will enter your payment card particulars. **You still have an opportunity to cancel completely at this point.**

The screenshot shows the Protix Secure Server payment gateway. The page includes the following sections:

- This transaction:** To Pay: "Clickon Mattresses", Amount: £949.99 GBP.
- Payment card details:** Fields for Card number, Cardholder name, Valid from (Month/Year), Expiry date (Month/Year), Issue number, and Security code.
- Cardholder details:** Billing address: High Street, Land of Nod, Kent, SL3 3PY, United Kingdom. Billing post code: SL3 3PY.

The page features a padlock icon in the top right corner, indicating a secure connection.

8

Once you click proceed, you will enter the final part of the checkout process. There may be another security check as issued by your payment cards issuing bank. We realise that these proceeds lengthen the entire process but they are necessary to protect you, us and the banks from the continuous threat of payment card fraud.



9

When you click the final 'Make payment' link - if all goes well, your card will be authorised and you will be taken to our 'success' page. You should then receive two e-mails. One from us, detailing your order as taken by your registered account with us, and one from Protix, confirming the debit of funds from your payment card.



10

For larger items (either in stock or made to order) - we will contact you to ask for a convenient date to arrange to have your order delivered to you. Smaller items will simply be posted as soon as possible. At each stage of order processing, we will update your order and send you an e-mail to keep you informed. You may also log back into our website and view your pending orders and their status using the account history features.



get.comfortable  
08456 036 136



Shop by product type

- mattresses
- pillows
- mattress toppers
- accessories
- clearance

Order date: Tuesday 08 May, 2007

Order information - Order #8201

Qty.	Products	Total
1 ea.	Hypnos Heritage Collection - 'Superbe' Comfort level - MediumSize - KingSize	£949.99
Sub-Total:		£949.99
Mainland UK delivery (Free delivery service):		£0.00
Total:		£949.99

Status history & comments

Date	Order status	Comments
08/05/2007	Pending	

Delivery, Billing and Payment information

Delivery address	Billing address
Joe Bloggs 1 High Street Land of Nod Kent SL3 3PY United Kingdom	Joe Bloggs 1 High Street Land of Nod Kent SL3 3PY United Kingdom
Delivery method Mainland UK delivery (Free delivery service)	Payment method Credit/Debit Card (Secured by Protx Form)

Shop by brand

- KING KOIL
- HUSH
- Dea
- Karned
- Millbrook
- HYPNOS
- BEST ALL-ROD
- EUROLUX
- RELAXSAN
- STAPLES
- BREASLEY
- BODY
- Schmidt

**Mattress Selector**  
Select a mattress size, comfort and a price order.

Size:  Comfort:

Manufacturer:

**Buyers guides**  
Choosing the right mattress  
Shopping with us explained

**Buying a new mattress?**  
Don't forget your pillows will probably need replacing too.

**Add us to your browser favourites!** Bookmark us.

**100% Shop Security**  
Our online shop is 100% secure. Look for the padlock when checking out (more)

