

Why did I receive a failed authorization notification for my transaction?

### (1) Failed Authorization Notification

This usually happens when you provide an incorrect Verification Code or the incorrect Expiration Date of your credit card. Please try again and input the correct numbers to complete your transaction.

This notification can also be received for two reasons: either the transaction was declined by the issuing bank or your country/region does not support PayPal. Please check with your bank or refer to <https://developer.paypal.com/docs/integration/direct/rest/country-codes/> for PayPal countries that are supported.

If you find that your region is not supported by PayPal, then please contact our Support Team for further assistance.

### (2) Payment Pending Notification

This usually happens when you choose to pay by PayPal, but you haven't log into your PayPal account to complete the payment. Please log into your PayPal account and complete the payment. Then you will receive an order confirmation email and guidance on how to download your products.

Reallusion FAQ

<https://kb.reallusion.com/Purchase/50041/Why-did-I-receive-a-failed-authorization-notification-for-my-tra>