

How using DivideBuy works



Step 1

Add items to your basket



Step 2

Visit the checkout & select DivideBuy



Step 3

Apply for credit in less than 2 minutes



Step 4

Make initial payment



Step 5

Order is processed & goods dispatched

Frequently Asked Questions

Are there limits on how much I can spend?

Up to 12 months – DivideBuy credit can be used interest free up to 12 months for products between £50 and £6,000.

Over 12 months – Where interest free or interest bearing credit is available beyond 12 months, this limit is up to £12,500. Credit terms offered are set on an individual retailer basis.

Who can apply for DivideBuy interest free credit?

- Applicants must be aged between 18 and 75
- Be a permanent UK resident
- Have a valid debit or credit card
- Have a valid UK mobile number
- Have a valid email address

Will a credit check be performed?

Yes. A credit check is performed to assess your eligibility during your application.

DivideBuy also has a quick check service which is available on this website so you can assess your eligibility for DivideBuy credit that will not affect your credit file.

How do I make my monthly payments?

Payment is collected via a Continuous Payment Authority (CPA). This method uses your long card number, expiry date and three-digit CV2. Payments will be collected automatically on the date your instalment is due.

Can I request delivery to an address other than my home address?

To guard against fraudulent applications, we are only able to deliver goods to your home address.

What if I would like to cancel/ return my order?

The first step is to contact the retailer directly to cancel your order. If you have already received your order, you'll need to arrange for it to be returned using the retailer's returns process. The retailer will then contact us to confirm your order has been returned, so we can issue a refund and cancel your credit agreement.

My application was declined. Now what?

We're sorry that your application has been declined. You have the right to appeal this decision, although there is no guarantee that the outcome will change. You can request an appeal by contacting us at: customerservice@dividebuy.co.uk. We may ask you to provide additional information to support your appeal.

You may also want to obtain a copy of your credit file before making any further applications. The credit reference agency we used for your Zopa Bank application are set out below.

TransUnion International Limited,
One Park Lane,
Leeds,
West Yorkshire
LS3 1EP
www.transunion.co.uk

You can also find more information about how credit referencing works in our privacy notice at: www.dividebuy.co.uk/privacy-policy

Who can I contact if I need help?

For any questions related to DivideBuy please contact us by visiting www.dividebuy.co.uk. For a full list of FAQs please [click here](#).

Are there any fees or charges?

There are no hidden charges.

Where an interest bearing credit product is selected, we will charge a fixed interest rate as part of the repayment instalments. This is explained by the following representative example:

Representative Example: A loan of £XX over XX months will cost you £XX per month at a representative XX% APR. The total cost after XX months is £XX, which includes £XX interest at XX% fixed and a £0 fee. The total amount of credit is £<(cash price – initial payment) + interest>.

This is all explained in the documentation provided before you electronically sign at the checkout process.

How can I manage my DivideBuy account?

To manage your account and make payments, you can log in <https://accounts.dividebuy.co.uk/>

What if I need to change my delivery address from my billing address?

DivideBuy will need to approve any deliveries to addresses other than the application/billing address. Without their approval, we will not be able to ship to a different address as fraud prevention measures apply. To have goods delivered to another address, once you have placed your order and paid a first instalment, you need to contact DivideBuy directly who will then notify us of the changes.

How can I contact DivideBuy?

Email: hello@dividebuy.co.uk
or via the DivideBuy live chat facility at [dividebuy.co.uk](https://www.dividebuy.co.uk)