



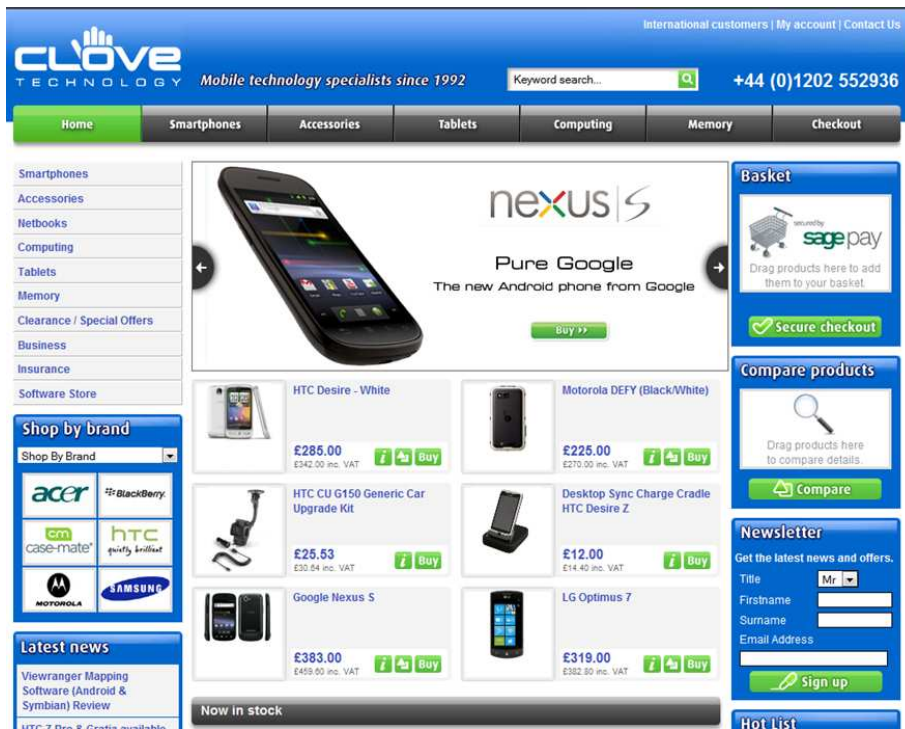
WWW.CLOVE.CO.UK

Mobile technology specialists since 1992

How to order online at www.clove.co.uk

This guide outlines how to place an order online at www.clove.co.uk and also includes details on how to complete our security checks if you are an international customer. A video guide to placing an order can be found: <http://www.youtube.com/watch?v=4loarX-0yCs>

1. Go to www.clove.co.uk – You will see a page similar (but not the same as that in the image below).



2. Find your way around the site, using the menus, search bar and shop by brand to find the products that you would like. The main methods for searching for products in the site are circled in red.



- Once you locate the item you are looking to purchase, click the product image or name for more information if necessary. To add the item to your basket click the 'Buy' button on the product listing or on the product page.

International customers | My account | Contact Us

clove TECHNOLOGY *Mobile technology specialists since 1992* Keyword search... +44 (0)1202 552936

Home Smartphones Accessories Tablets Computing Memory Checkout

FREE HTC BH M300 Bluetooth Headset with any Desire HD / Desire Z / Trophy or HTC 7 Pro

Smartphones

- Acer
- Airo Wireless
- BlackBerry
- Dell
- Doro
- Garmin-ASUS
- HP iPAQ
- HTC Smartphones
- Huawei
- JCB Toughphone
- LG
- Motorola/Symbol
- Nokia
- Samsung
- Sony Ericsson

Home Smartphones **HTC Smartphones**

PRE-ORDER HTC 7 Pro With FREE HTC BH M300 Bluetooth Headset Worth £30

£365.00 (£438.00 inc. vat) € \$ + Compare **Buy**

FREE HTC BH M300 BLUETOOTH HEADSET

Product Code: HTC-PRO7
Manufacturer: HTC
Manufacturer Code: 99HMF003-00

Internal Storage

Basket

secured by **sage pay**
Drag products here to add them to your basket.

Secure checkout

Compare products

Drag products here to compare details.

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clove TECHNOLOGY *Mobile technology specialists since 1992* cleaning cloth +44 (0)1202 552936

Home Smartphones Accessories Tablets Computing Memory Checkout

Smartphones Accessories Netbooks Computing Tablets Memory Clearance / Special Offers Business Insurance Software Store **Shop by brand**

Home **Search Results**

Search Results

2 product(s) found for keyword(s) cleaning cloth

Results 1 to 2

Sort by: relevance | price ▲ | price ▼ |

	Clove Technology Microfibre Cleaning Cloth - BLACK £3.40 £4.08 inc. VAT Buy		Clove Technology Microfibre Cleaning Cloth - WHITE £3.40 £4.08 inc. VAT Buy
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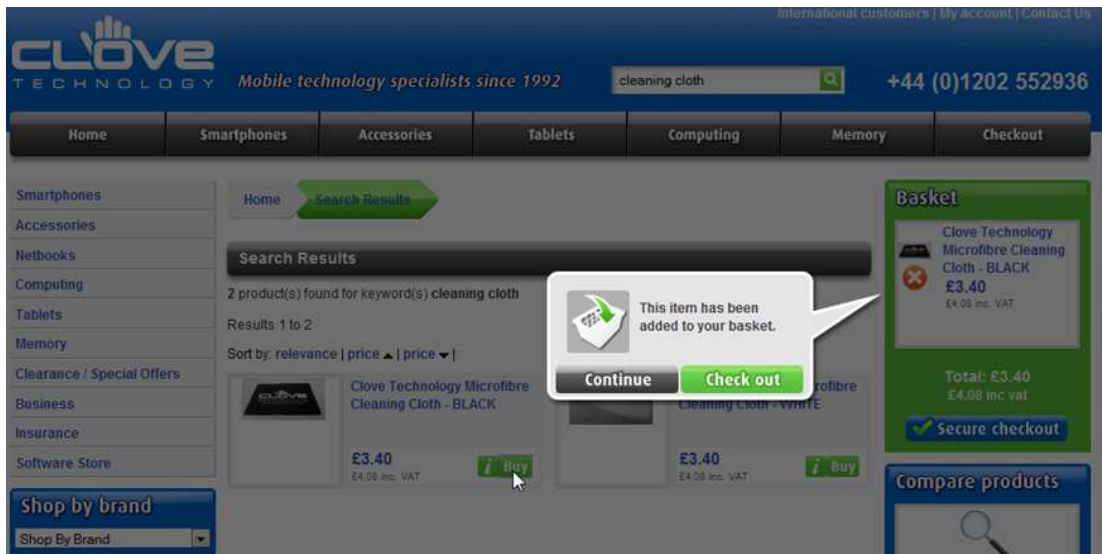
Basket

secured by **sage pay**
Drag products here to add them to your basket.

Secure checkout

Compare products

- When the 'Buy' button is clicked the screen will look similar to the image below. This confirms that the item has been added to your basket. The basket changes from Blue in colour to Green, confirming you have items in it.



- Continue to add products to the basket if you wish. You can also remove them by clicking the red X next to each item in the basket.




- When you have the items you require in the basket you can go to the checkout by pressing the 'Check out' on the basket or by clicking the 'Check out' button that appears just after you have added something to your basket, like the image above.

- Once at the checkout, you can make final changes to the quantities and items within the basket. If you have a voucher code you can enter it in the provided box and click 'Submit' to apply the discount.

Checkout

Below are the item(s) you have added to your shopping basket. If you want to make any changes to the quantity then do so here. Prices below are excluding VAT.

Description	Quantity	Remove	Price	Sub-total
 Clove Technology Microfibre Cleaning Cloth - BLACK	<input type="text" value="2"/>	<input type="checkbox"/>	£3.40	£6.80
<input type="button" value="Update"/>				£6.80

Redeem Voucher


If you have a voucher code then please enter it here.

Delivery

Please select the delivery region and postage option you require for this order.

[Click here](#) for more information (opens in new window).


Postage	£2.00
VAT(20%)	£1.76
Total	£10.56



- Select the country that you want the package to be delivered to from the list provided. Once selected, choose the type of delivery method you want from the available options.

Checkout

Below are the item(s) you have added to your shopping basket. If you want to make any changes to the quantity then do so here. Prices below are excluding VAT.

Description	Quantity	Remove	Price	Sub-tota
 Clove Technology Microfibre Cleaning Cloth - BLACK	2	<input type="checkbox"/>	£3.40	£6.8
				£6.8

[Redeem Voucher](#)

If you have a voucher code then please enter it here.

Delivery

Please select the delivery region and postage option you require for this order.

[Click here](#) for more information (opens in new window).

UK 1st Class Post (1-3 Days) £2.00 ex VAT


Switzerland			
Syria			
Tahiti			
Taiwan			
Tajikistan			
Tanzania			
Thailand			
Tibet			
Togo			
Tonga			
Trinidad & Tobago			
Tristan Da Cunha			
Tunisia			
Turkey			
Turkmenistan			
Turks and Caicos Islands			
Tuvalu			
UAE			
Uganda			
UK			

Postage	£2.00
VAT(20%)	£1.76
Total	£10.56

Netbooks
Company Info
About Us
Computing
Terms and Conditions
3G Modems
Hardware Reviews

Checkout

Below are the item(s) you have added to your shopping basket. If you want to make any changes to the quantity then do so here. Prices below are excluding VAT.

Description	Quantity	Remove	Price	Sub-tota
 Clove Technology Microfibre Cleaning Cloth - BLACK	2	<input type="checkbox"/>	£3.40	£6.8
				£6.8

[Redeem Voucher](#)

If you have a voucher code then please enter it here.

Delivery

Please select the delivery region and postage option you require for this order.

[Click here](#) for more information (opens in new window).

UAE Airmail Post (4-10 Days) £8.00 ex vat

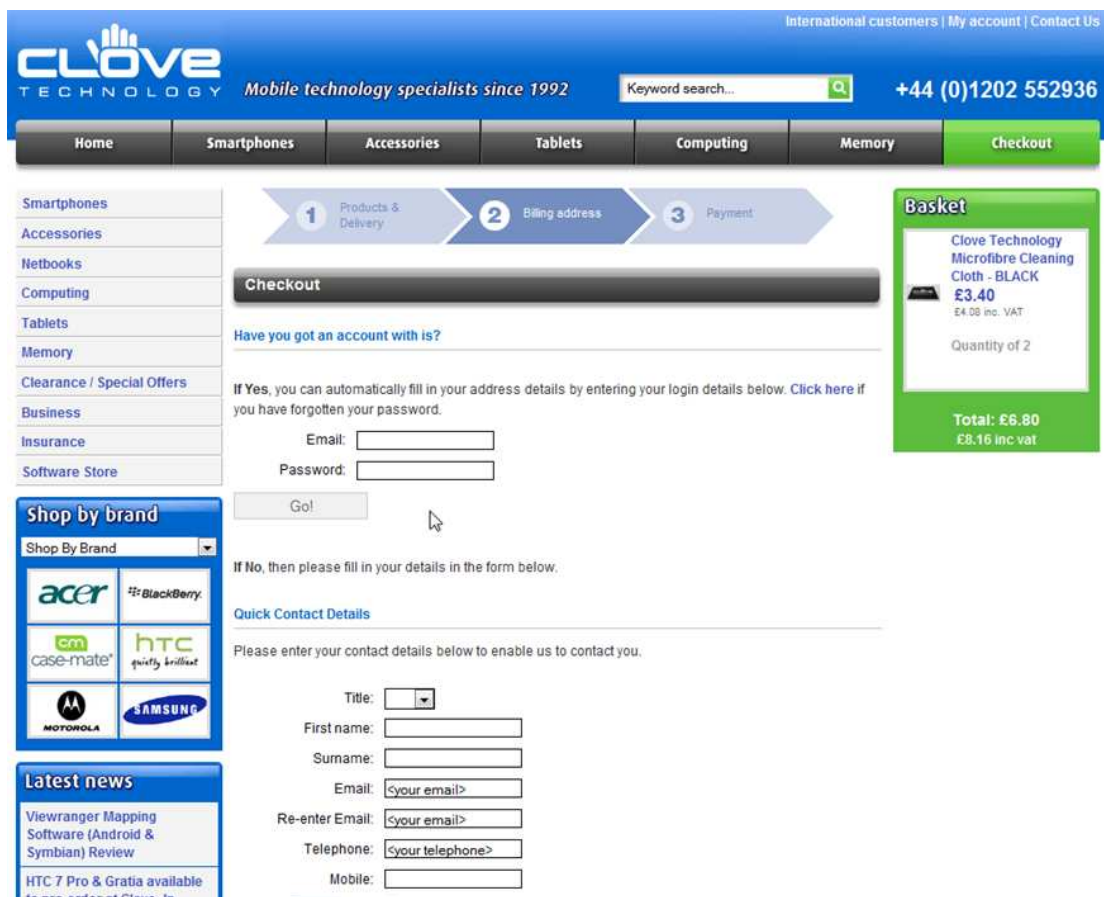
Airmail Post (4-10 Days) £8.00 ex vat	
Airmail Post (4-10 Days) £8.00 ex vat	
DHL Int Courier (1-5 Days) £30.00 ex vat	
VAT(20%)	£0.00
Total	£14.80

9. Once you have selected the delivery destination and service required, click the 'Place order' button.



10. You now need to enter your details. This is where you enter the information we need to dispatch your order. Enter the required information into the form as it asks. If you are an existing customer you can use your email address and password to bring up your details. By entering this information you are registering to use our site, there is no separate registration process.

In the form you provide the billing address (where your payment card is registered) and the address you want it delivered to if it is different to your card address. We also need an email address and contact telephone numbers.



International customers | My account | Contact Us

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Home Smartphones Accessories Tablets Computing Memory **Checkout**

Smartphones
Accessories
Netbooks
Computing
Tablets
Memory
Clearance / Special Offers
Business
Insurance
Software Store

1 Products & Delivery **2** Billing address **3** Payment

Checkout

Have you got an account with us?

If Yes, you can automatically fill in your address details by entering your login details below. [Click here](#) if you have forgotten your password.

Email:
Password:

Go!

If No, then please fill in your details in the form below.

Quick Contact Details

Please enter your contact details below to enable us to contact you.

Title:
First name:
Surname:
Email:
Re-enter Email:
Telephone:
Mobile:

Basket

Clove Technology
Microfibre Cleaning
Cloth - BLACK
£3.40
E4.08 inc. VAT

Quantity of 2

Total: £6.80
£8.16 inc vat

Shop by brand

Shop By Brand

acer BlackBerry
cm case-mate htc quietly brilliant
MOTOROLA SAMSUNG


Latest news

Viewranger Mapping Software (Android & Symbian) Review
HTC 7 Pro & Gratia available to pre-order at Clove...

to pre-order at Clove-in stock next month

Motorola Scoop Most of the Awards at CES 2011

More news...

 We will send you a Clove newsletter to keep you informed of news and new products. We will send this no more than once per month and you can opt out at any time. However please tick here if you do NOT wish to receive this.

Billing Address

Please enter the address information of the card holder.

Country:

Postcode:

Company:

Address Line 1:

Address Line 2:

Town/City:

County/State:

Delivery Address

Click here if delivery address is different to the billing address
Please note: If an alternative address is selected from the billing address for delivery, we may require further information or proof of address to complete our security checks.

Title:

First name:

Surname:

Country:

Postcode:

Company*:

Address Line 1:

Address Line 2:

Town/City:

County/State:

Telephone:

11. You have the option at the bottom of the form to enter any special comments or things we might need to know – for example special delivery instructions.

You can also enter a password too, this is a password you can then use to login to your account to see your order progress, so remember it. An email will be sent with a link to 'approve' your account when you complete this checkout process.

When you have filled out all the information, click 'Next'.

Additional Comments

Please

Create an account?

If you would like to create an account so that you can view the status of your order as well as being able to pre-fill this customer details page automatically on your next visit then please just enter a password below.

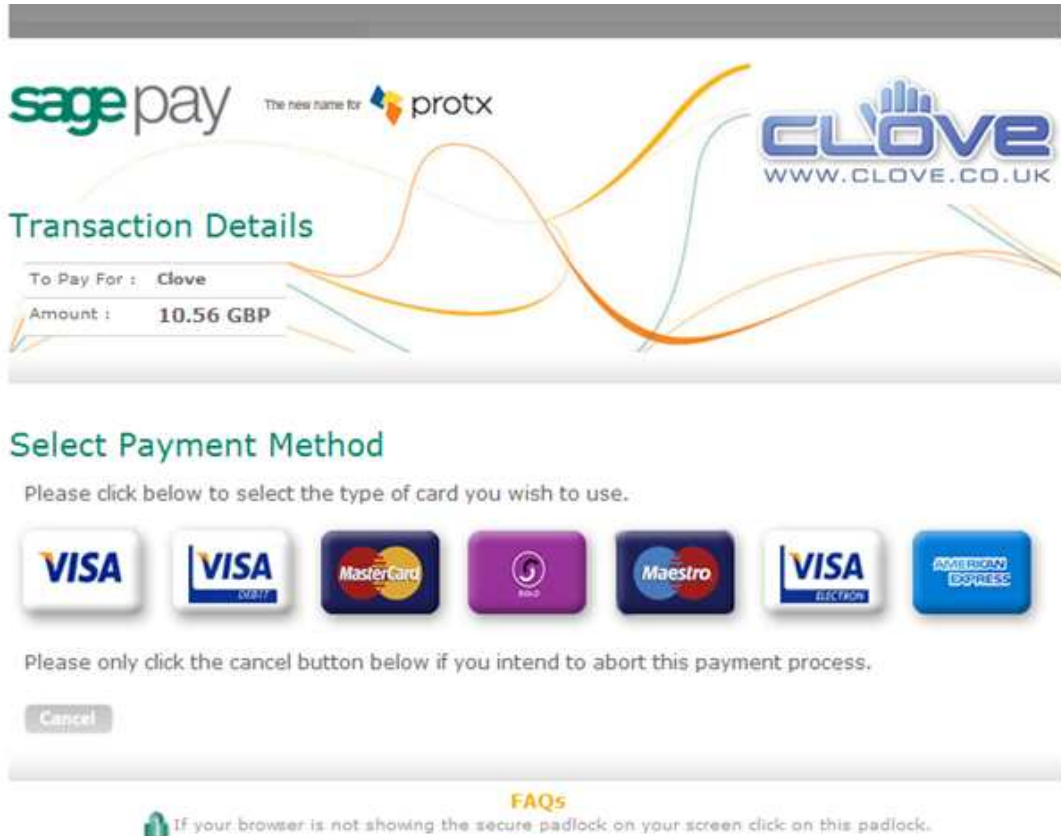
Note: The password is case sensitive and must be between 6-15 characters long containing at least 1 letter and 1 number.

Password:

Next >

12. You will now be taken to the secure online payment site. This is powered by Sage Pay, the largest online provider of payment services. This is a secure online portal for making payment –we do not see or have a copy of your card details.

Select the card type that you wish to pay with from the list below. We do not accept any other card types.



sage pay The new name for **protx**

clove
WWW.CLOVE.CO.UK

Transaction Details


To Pay For : **Clove**
Amount : **10.56 GBP**

Select Payment Method

Please click below to select the type of card you wish to use.

Please only click the cancel button below if you intend to abort this payment process.

[FAQs](#)

 If your browser is not showing the secure padlock on your screen click on this padlock.

- The following screen will appear, enter your card details as requested. Once you have done this, click 'Proceed'.

The screenshot shows the Sage Pay transaction details and card entry form. At the top, there are logos for Sage Pay (The new name for protx) and Clove (WWW.CLOVE.CO.UK). The transaction details section shows 'To Pay For: Clove' and 'Amount: 10.56 GBP'. Below this is the 'Enter Card Details' section with the following fields:

Card Number*	<input type="text"/>	(enter without spaces)
Card Type	Visa	
Cardholder Name*	<input type="text" value="Mr Jonathan Love"/>	(name as it appears on card)
Valid From	Month: <input type="text"/> Year: <input type="text"/>	(if not present, leave blank)
Expiry date*	Month: <input type="text"/> Year: <input type="text"/>	
Security Code*	<input type="text"/>	
Billing Address*	<input type="text" value="Clove Technology, PO Box 4367, Bournemouth, Dorset"/>	
Billing Post Code*	<input type="text" value="BH3 7YS"/>	

At the bottom of the form are three buttons: 'Back', 'Proceed', and 'Cancel'. Below the form is a link for 'FAQs' and a security notice: 'If your browser is not showing the secure padlock on your screen click on this padlock.'

14. You will now see a summary of your order and the details you have entered. If happy, click 'Proceed'.

sage pay The new name for **protix** **CLOVE**
WWW.CLOVE.CO.UK

Transaction Details

To Pay For :	Clove
Transaction Reference :	CT11012423385A
Amount :	10.56 GBP

Your Shopping Basket

Description	Quantity	Item Value	Item Tax	Item Total	Line Total
Clove Technology Microfibre Cleaning Cloth - BLACK	2	3.4	0.68	4.08	8.16
Delivery	--	2	0.4	2.4	2.4
				Total Price:	10.56

Card Details

Card Type	
Card Number	
Cardholder Name	
eMail	
Billing Address	
Billing Post Code	
Delivery Address	
Delivery Post Code	

To increase the security of Internet transactions Visa and Mastercard have recently introduced 3D-Secure (like an online version of Chip and PIN). Depending on the card you have chosen to use and the retailer from whom you are purchasing, when you click Proceed you may be asked by your card issuer for further authentication.

Click proceed to complete your payment. Your transaction may take a few seconds to be authorised, please be patient.

Verified by VISA

MasterCard SecureCode

Proceed

Cancel

15. Depending upon your location and your card type you may be requested to complete the 'Verified by Visa' or 'MasterCard SecureCode' verification process. If prompted, you need to enter your password and click 'Submit'. This is in place to provide extra security for you and us.



To increase the security of Internet transactions Visa and Mastercard have introduced 3D-Secure (like an online version of Chip and PIN). You have chosen to use a card that is part of the 3D-Secure scheme, so you will need to authenticate yourself with your bank in the section below.

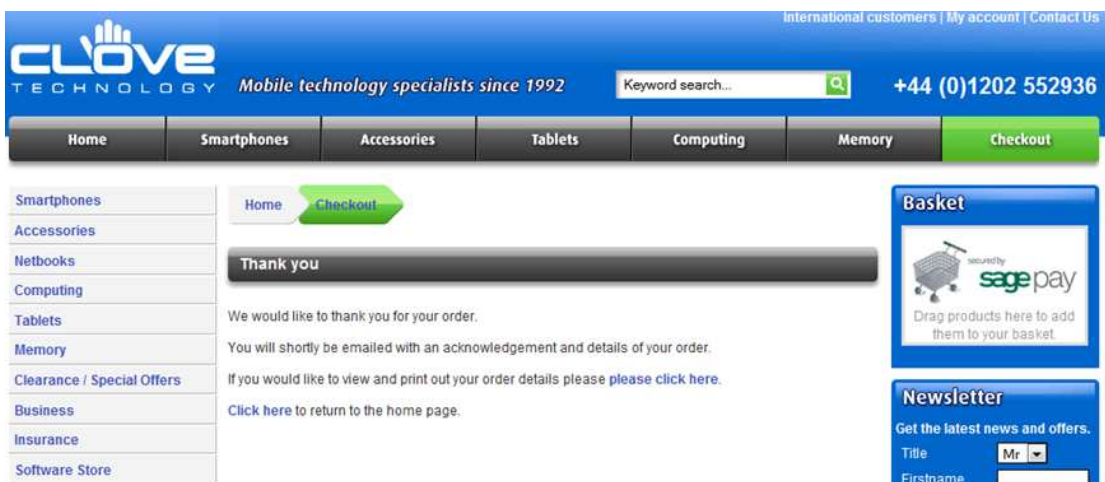


 **Lloyds TSB** 
Please enter your Lloyds TSB ClickSafe password.
Merchant: Clove Technology
Amount: £10.56
Date: 24/01/11
Card Number: [REDACTED]
Personal Message: [REDACTED]
Login: [REDACTED]
Password:
[Forgot your password?](#)

16. Your card will now be verified. You must have enough funds in your account. We will now be charging you for the order. If you are ordering a 'pre-order' product you will not be charged at this time.



17. Once complete, if successful, you will see the following screen. This will mean that the order has been confirmed and has been received by us. You can print a copy of the order now or log into your account later and do this. You will receive an email from us shortly confirming the order along with a reference number. You may too receive an email about security checks that need to be completed.



18. Now the order has been placed, you will receive shortly the following emails
- Order confirmation email – Contains a summary of your order along with the important order reference (please use this reference for all communication)
 - Account approval email – to activate your account online (If you have not ordered online before)
 - Sage Pay payment email – Email from Sage Pay who handle the secure card transaction to confirm it has been processed.
 - Additional Information email (If you are located in certain countries and the order is for £150 or more) - **IF YOU GET THIS EMAIL AND HAVE NOT ORDERED FROM US BEFORE YOU MUST RESPOND WITH THE INFORMATION FOR THE ORDER TO SHIP**

19. Additional Information Email

For certain countries of the world, if an order exceeds £150 we need to complete additional security checks. This is not aimed at anyone personally it is something we are required to do to ensure we and yourselves are protected. **This is a one time procedure** that **must be** completed for your order to be dispatched. If you have ordered from us before, you may get this email but you can ignore it – unless we request more information in rare circumstances.

For more information and answers to Frequently Asked Questions (FAQs) – [CLICK HERE](#) or visit <http://www.clove.co.uk/international-customers.aspx>