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Possible causes of errors when paying with cryptocurrency

Eirene - 2025-10-20 - [Comments \(0\)](#) - [Payment](#)

Don't know how to pay with crypto? We have [instructions](#).

☐ **If the payment service asks for additional details** — such as recipient name, country, wallet host, or similar — just enter any random data. It will not affect your payment in any way! However, we recommend **not using our shop name** there.

Other possible situations:

- ⚠ **Error during transaction:** Double-check that the wallet address is entered correctly. There should be no spaces or extra symbols.
- ☐ **QR code not scanning:** Simply copy the wallet address and amount manually — both are shown on the payment page.
- ☐ **Paid but the order still shows as unpaid:** Payment confirmation in our system may take 1–2 hours. If it doesn't update automatically, please send us the payment confirmation and transaction hash.
- ☐ **Status “expected amount not paid”:** The amount received was lower than required, possibly due to service fees or conversion rates. Please make an additional payment using the same link — the system will adjust the remaining balance automatically.