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Your shopping basket is empty

Why do items disappear from my basket?

Your [shopping basket](#) is there to store items you plan to purchase. If you placed any items in the [shopping basket](#) and did not proceed to the order checkout, all items will be automatically saved in the [shopping basket](#) for as long as they are not discontinued and you are using the same computer from the one you used to save your items. If you want to permanently save your items, use the "Save to my list" option at the right of the basket page.

If you are receiving an error message or having other difficulties with your [shopping basket](#), please try one of the suggestions below which may help:

Enable cookies

If you have enabled cookies in your browser and are still having trouble adding items to your [shopping basket](#), try signing in through the "Sign in" link on the top of every page before adding items to your basket;

Reload the page

If the Fameo website is taking a long time to load or respond, click the "Stop" button at the top of your browser and then click "Reload" or "Refresh" at the top of your browser window;

Check parental control

If you are using any type of parental control software, or if your Internet Service Provider has such controls active on [your account](#), please make sure that these functions are disabled;

Clear your cache

Sometimes it is necessary to clear your browser's cache (Internet Temporary Files). The cache is the memory your browser uses to store the content of the pages that you visit. Storing that content lets your browser load those same pages more quickly the next time you visit them. Please try to clear your browser's cache and try save items to the basket again.

If none of these suggestions solves your [shopping basket](#) problem, please contact [customer support](#) and file "Report a technical fault, typo or an error on the Fameo website."