

**Billing and Shipping address clarification**

When placing an order the billing address must be the address that you receive your credit card bill, bank statement, etc. at. When we process your credit card, if the zip code, street address and/or CVV code do not match then we will not process your order (fraud prevention). We will gladly ship the order to a different address, but the billing address must match your card.

<https://www.spohn.net/support/questions/24/>