

HELP ? How To ORDER ONLINE

This guide will show you how to navigate our website, select what you want to buy and proceed to place an order.

Browse the range

You can browse our range by category or searching using keywords.

- 1 To browse by category simply click on the left-hand side navigation options, for example 'Browse By Theme'.
- 2 To search using keywords just enter your text into the search box, for example 'Dog', then click on the 'Go' button.
- 3 Navigate through the images by using the page number buttons and the next button, these appear at the top and bottom of every page
- 4 You can also select how many images you want to view on each page by using the drop down list
- 5 When you find an image you like and want to find out more simply click on the picture

The screenshot shows a website interface for browsing puzzles. On the left is a navigation menu with a search box at the top and a 'Go' button. Below the search box is a 'Browse By Theme' section with a list of categories: All, Animal Puzzles, Aviation Puzzles, Building & Location Puzzles, Chocolate Box Puzzles, Contemporary Art Puzzles, Country & Land Puzzles, Fine Art Puzzles, Humour Puzzles, Maritime Puzzles, Nature Puzzles, Nostalgia Puzzles, Religious Puzzles, Seasonal Puzzles, Sport Puzzles, Train & Automobile Puzzles, Travel Packs & Micro Sets, and Weird & Wonderful Puzzles. Below these are links for 'Browse By Difficulty', 'Browse By Shape', 'New Catalogue', and 'Best Selling Puzzles'. The main content area is titled 'Browse by Theme - All' and contains a description of the puzzle collection, a 'Showing image 1 to 12 of 874 matches' indicator, and a 'Show 12 items per page' dropdown menu. Below this is a pagination bar with page numbers 1 through 11 and a 'Next >' button. The main display shows a grid of 12 puzzle images, each with a title and a product number. The images are: 460108 Autumn Hay Ride, 460204 A Golden Vista, 460306 Autumn Circle, 460404 The Garden of Earthly Delights, 460504 Terrace of the Cafe, 460604 The Virgin, 460704 Ophelia, 460904 Resting Venus of Urbino, 460804 Allegory of Painting, 461004 Rain, Steam & Speed, 461103 Serving Guests, and 461203 Red Lilies. Numbered callouts 1-5 point to the search box, the 'Browse By Theme' menu, the pagination buttons, the 'Show 12 items per page' dropdown, and one of the puzzle images respectively.

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Product Information

When you click on an image you can find out more about the product and then add it to your order.

- 1 You can navigate back to the gallery of images when you have finished, you can also tell a friend about the image or view the shipping charges, these buttons are at the top and bottom of the page.
- 2 If you want to see the image bigger then click the Enlarge Image button.
- 3 When you scroll down the page you will find a list of all the sizes available for this image, to select your size click in the circle to the right of the size.
- 4 You can choose if you want the puzzle image on the front of the box or not, if you tick the 'Clueless' option your puzzle will come without the puzzle image on the front of the box.
- 5 If you have registered as a member of the online puzzle club you can add puzzles to your wishlist, simply select the size as above then click the 'Add To Wishlist' button.
- 6 When you have selected the size click on the 'Add To Order' button to add this item to into your shopping cart

PRODUCT DETAILS

1 < Back to images | Tell a friend | Shipping info

Autumn Hay Ride (460108)



Enlarge Image 2

Description:
By Chris Shields
Specially painted by award winning wildlife artist Chris Shields as part of a seasonal jigsaw collection. This scene shows an Edwardian pastoral idyll inspired by some of the picturesque Cheshire villages near his home. Features Autumn whinnies in maxi 250 size, new for Autumn 2009!
© Chris Shields
Featured in the Autumn 2009 Catalogue.
Current Despatch Estimate: 7-14 days

Choose your Size:

Maxi 100 (W100)	360 x 250mm (14.2 x 9.8in) 100 pieces (with whinnies)	£19.53 3
Maxi 250 (W)	360 x 250mm (14.2 x 9.8in) 250 pieces (with whinnies)	£24.42
Mege 500 (T)	510 x 360mm (20 x 14.1in) 500 pieces (with whinnies)	£48.89
Magnum 750 (S)	680 x 420mm (22.8 x 16.5in) 750 pieces (with whinnies)	£73.36
Millennium 1000 (R)	730 x 510mm (28.7 x 20in) 1000 pieces (with whinnies)	£97.82
Majestic 1500 (N)	810 x 570mm (31.9 x 22.4in) 1500 pieces (with whinnies)	£146.76

Clueless? What's that? 4

5 Add To Wishlist Add To Order 6

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You may also like:

 2714 Country Cottage	 8401 Seasons by Sue Jenkins: The Winter Collection	 1008 After the Storm	 8441 Three Pheasants in Weeds
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Checking Out Your Order

When you have added products to your basket you can view them in the shopping cart and when you are done you can complete the checkout process. When you add a product to your order you will be taken to the shopping cart, here you can review your order before proceeding.

- 1 When an item is in your cart you can go back into the product description if you want to see the image again to do this click on the product image
- 2 You can remove an item from the cart by clicking on the 'Remove Item' link
- 3 To update the number of a particular item in your cart enter the number, for example 2, in the quantity column then click the update button.
- 4 To continue shopping click on the 'Continue Shopping' button and you will be taken back to the last page you were on, you can also empty your cart by clicking on the 'Empty Cart' button.
- 5 When you are happy with your order click on the 'Checkout' button to proceed and enter your address details, don't worry you can always go back again later.

SHOPPING CART

The screenshot shows a shopping cart interface with a navigation bar at the top containing five buttons: 'Choose Your Wentworth Product', 'View Your Shopping Cart', 'Checkout & Customer Details', 'Payment Details', and 'Complete Your Order'. Below this is a table with two items. The first item is 'A Golden Vista' with a quantity of 1 and a unit price of £19.53. The second item is 'Autumn Hay Ride' with a quantity of 1 and a unit price of £19.53. The total price is £39.06. At the bottom, there are two buttons: 'Continue Shopping | Empty Cart' and 'Checkout'. A list of instructions is provided below the buttons.

Product Image	Product Details	Quantity	Unit Price	Item Total
	Title: A Golden Vista Code: 460204W100 Size: Maxi 100 (W100) 360 x 250mm (14.2 x 9.8in) 100 pieces (with whimsies)	1 Update	£19.53	£19.53
	Title: Autumn Hay Ride Code: 460108W100 Size: Maxi 100 (W100) 360 x 250mm (14.2 x 9.8in) 100 pieces (with whimsies)	1 Update	£19.53	£19.53

Total Price : £39.06

Continue Shopping | Empty Cart Checkout

- To Remove an Item, Click on 'Remove Item'
- After changing the quantity, click the relevant 'Update' button to refresh the shopping cart
- To Empty the shopping basket without making a purchase, click 'EMPTY CART'
- Click on 'Checkout' to purchase the item(s) above
- CONTINUE SHOPPING takes you back to the shop

Continue Shopping | Empty Cart Checkout

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When you are ready to checkout your order you need to complete your invoice and delivery details.

If you are registered with the online puzzle club make sure you have logged in and your invoice details will be completed automatically, you can also choose a delivery address from your address book to save time.

- 1** Enter your invoice address, this must be the address that the card you use is registered to, ensuring you complete fields highlighted as mandatory (with a *).
- 2** Next you need to complete the delivery address, if this is the same as your shipping address then simply click the 'Use Invoice Address As Delivery Address' button.
- 3** We offer a gift-wrap service and if you want this you can tick the box and enter a message (this is optional)
- 4** You can choose to subscribe to our email newsletter here, you must also agree to our terms and conditions before proceeding.
- 5** When you have completed everything click the 'Proceed to order summary' button, if you have forgotten to fill in anything in the invoice or delivery address you will be notified before being able to proceed.

CHECKOUT

1 Choose Your Wishlist Product 2 View Your Shopping Cart 3 Checkout & Customer Details 4 Payment Details 5 Complete Your Order

Invoice address:

Title* Mrs
First Name* Jane
Surname* Smith
Address 1* 25 Flower Road
Address 2
Town/City* Malmesbury
County Wiltshire
State (USA*) please select mandatory for USA orders only
Country* UK Mainland
Post/Zip Code SN6 6HX
Email* werrworth@werrworth.
Telephone* 01666 840033
Order Comments:

Please complete your delivery address even if you are ordering vouchers by email.

Delivery address:

Use invoice address as delivery address

Select from address book: Work Apply

Title* Mrs
First Name* Jane
Surname* Smith
Address 1* 25 Flower Road
Address 2
Town/City* Malmesbury
County Wiltshire
State (USA*) please select mandatory for USA orders only
Country* UK Mainland
Post/Zip Code SN16 6HX
Special Delivery Instructions

Giftwrap

We can giftwrap your items at a cost of £1.75 each including a gift tag, tick the box below if you require the service.

Giftwrap
Short gift tag message (optional) Happy Birthday!

Terms and Conditions

Subscribe to our newsletter to hear about the latest offers and products, you can unsubscribe at any time. YES
We occasionally make names and addresses available to carefully selected partners whose products or services may be of interest to you. If you prefer not to receive these mailings please tick this box.
Tick this box if you agree with our Terms and Conditions

5 Proceed to order summary >

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After confirming your invoice and delivery details you will be taken to a final order summary where you can either proceed to enter your card details or go back and edit your order details.

- 1** If you need to change something you can click on the 'Change these details' link, or if you are happy with your order you can print the details by clicking on the 'Print this page' link.
- 2** If you have a discount code to enter or are redeeming a voucher you can enter the details here.
- 3** To confirm your order and enter your payment details click on the 'Make Secure Payment' button.

Please note that once you have clicked on the 'Make Secure Payment' button you will be sent an email confirming your order, this does not mean you have successfully completed payment. Your order will only be processed for manufacture once payment has been made.

CHECKOUT

1 Choose Your Wentworth Product 2 View Your Shopping Cart 3 Checkout & Customer Details 4 Payment Details 5 Complete Your Order

Order Number: W0136297 [Change these details](#) | [Print this page](#) **1**

Customer Details:
Customer Name: Mrs Jane Smith
Customer Address: 25 Flower Road, Malmesbury, Wiltshire, UK Mainland
Customer Email Address: wentworth@wentworth.co.uk
Telephone (Home): 01666 840033
Telephone (Business):
Mobile Number:

Delivery Details:
Delivery Name: Mrs Jane Smith
Delivery Address: 25 Flower Road, Malmesbury, Wiltshire, UK Mainland
Special Delivery Instructions :

Gift Wrapping Required? YES
Gift Wrap Message: Happy Birthday!
Order Comments:

Quantity	Product Details	Size	Unit Price	Item Total
1	Title: A Golden Vista Code: 460204W100	Maxi 100 (W100) 360 x 250mm (14.2 x 9.8in) 100 pieces (with whistles)	£19.53	£19.53
1	Title: Autumn Hay Ride Code: 460108W100	Maxi 100 (W100) 360 x 250mm (14.2 x 9.8in) 100 pieces (with whistles)	£19.53	£19.53

Total Price: £39.06
Gift Wrapping: £3.50
Carriage: £3.95

Discounts:
Apply Discount Code: [Apply This Discount Code](#) **2**
Apply Voucher Code: - - - [Redeem This Voucher](#)

This is the last chance you will have to check your order. You may use the link above to "Print This Page" and when you are happy, click "Make Secure Payment" **3**

[Make Secure Payment](#)

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Paying For Your Order

The final step to complete your order is entering your payment card details, we accept Visa, Visa Debit, Mastercard, Solo, Maestro, Visa Electron and American Express. Please be careful when completing your card details to ensure a successful transaction.

- 1 First you need to select the type of card you are paying with.
- 2 Carefully enter all your card details where applicable.
- 3 To confirm your payment click on the 'Confirm Payment' button.

Please note if your card is enrolled in verified by Visa or Mastercard SecureCode you will be taken to an additional screen where you will need to enter your relevant password.

CHECKOUT

1 Choose Your Wentworth Product 2 View Your Shopping Cart 3 Checkout & Customer Details 4 Payment Details 5 Complete Your Order

Order Number: W0136297 Value: £46.51

Payment details:

Please select the card type:

VISA VISA MasterCard Solo Maestro VISA American Express

Cardholder name:

Card number:

Valid from date: / (if applicable) M M Y Y

Expiry date: / M M Y Y

Issue number: (if applicable)

Security code:  (last 3 digits on the signature strip or the 4 digits above the card number for AMEX)

To increase the security of internet transactions Visa & Mastercard have introduced 3D-Secure (like an online version of chip & pin.) When you click confirm payment you may be asked to complete this 3D-Secure form. **Verified by VISA** **MasterCard SecureCode.**

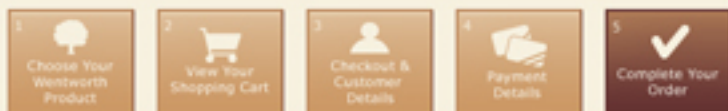
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Complete Your Order

When you have completed your payment details you will be taken to a screen that will confirm if your payment was successful or not. If your payment is successful you will have an email confirming this.

- 1 If your payment fails you can click on the 'try again' link on the screen, this will take you back to your shopping cart.

THANK YOU



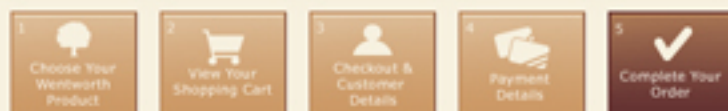
Thank you for placing your order online.

Your card transaction for order number W0973014 with The Wentworth Wood was successful.

Here are the transaction details for your reference:
(these details have also been sent to you by email)

Order Number: W0973014
Transaction Status: AUTHORISED - The transaction was successfully authorised.
Auth Code: 4533698
Amount: £46.51

SORRY



Unfortunately payment for this order was unsuccessful so we are unable to complete the transaction.

Your card number has failed our validity checks and appears to be incorrect. Please check and re-enter.

Please note that you will have received an e-mail confirming your order but not payment.

We would kindly ask you to **1** **try again** (your failed order has not been charged) or to contact us to complete payment for your order.