

# questions about order and payment

## Where can I find the bank data of one.de?

### Payment in advance

If you place an order and choose payment in advance, you will receive a confirmation by e-mail at the end of the order process. The account data for a transfer is stored here. Please use the data specified in the order confirmation.


Here is an example of an order confirmation:



Hallo Max Mustermann,

vielen Dank für Ihre Bestellung bei ONE Computer Shop (Nummer: 1171564) am 17.06.2017 um 13:46.

#### Informationen zu Ihrer Bestellung:

Artikel	Pos.	Art.Nr.	Menge	Preis	Summe
	1	33084	1	59,99EUR	59,99 EUR
WD Elements Portable WDBUZ07500ABK-EESH					

Versandkosten: 0 EUR

Gesamtkosten Netto: 50,41 EUR

Gesamtkosten Brutto: 59,99 EUR

Gewählte Zahlungsart: Vorkasse

Unsere Bankverbindung:  
Konto der Commerzbank  
Konto 302974103  
BLZ 86040000  
BIC COBADEFF860  
IBAN DE4486040000302974103  
Verwendungszweck: 1171564  
Weiterer Verwendungszweck: Mustermann

### Financing with deposit

If you have a financing agreement with a down payment, you must transfer the deposit amount to us. You can also use the above bank account.

### Order changes

If you subsequently make a change to your order, it may happen that a difference amount arises, which must be compensated. Again, you can use the above bank account using your purchase order number and name.

### Payable complaints or upgrades

In the context of a fee-based complaint, you will receive a quotation from us. A bank connection is indicated there. However, you can also use the above one. Please indicate your customer or complaint number as your intended purpose. You will receive your complaint number with the inclusion of the complaint.

### Here again the account data for easy copying:

Account owner: ECT Service GmbH  
IBAN: DE 4486 0400 0003 0297 4103  
BIC: COBADEFF860

Unique solution ID: #2868

Author: Marc Baier

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