



MY PREORDER LINK IS NOT WORKING, WHAT CAN I DO?

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My Preorder Link Isn't Working? Below are reasons why a link to complete a preorder purchase may not work.

01: The link you are attempting to use was either one you may have found posted online or provided to you by someone other than AtGames such as a friend and is not the correct link for your preorder. You must ONLY use links received in email from AtGames or by an AtGames Customer Service Agent.

02: You are not signed into your E-Store Account connected to your preorder OR you are not signed into the correct E-Store account that the preorder is tied to. It is possible you may have multiple E-Store accounts and are signed into the wrong one or not signed in at all. If unsure, please contact customer service.

This can be due to not being signed into an E-Store account when you were checking out and completing your preorder purchase as this is not a requirement. The preorder would have been tied to the primary email associated to the payment method you used and will be the email required to complete your preorder purchase.

Please, make sure you are fully signed into your E-Store account with the correct email [here](#).

If you are not able to sign in to your E-Store account, you can try changing your E-Store password [here](#).

If when trying to change your password you get the error "No Account Found" then you don't have an actual E-Store account with that email and you will need to create an E-Store account [here](#).

Once confirmed you are signed into your E-Store account, then please give the link you were provided a try and you should now be able to complete your preorder purchase.

03: You are confirmed signed into the correct E-Store account tied to the preorder but getting the "Content Protected" error or another error and unable to complete the purchase. It is recommended to clear your browser's cache and cookies. Once cleared you will want to fully close and relaunch the browser. Once relaunched you will want to sign into your E-Store account and then select the link to complete your preorder.

04: You were not on the email list to have received the email to complete your preorder purchase and will need to wait until the email goes out for you.

If none of the items above worked for you, please submit a support ticket to us at the link below and a dedicated CS agent will assist you.

<https://www.atgames.net/arcades/contact/>