

Prices, Discounts and Coupons

My coupon was accepted, but the total does not change

This is correct. Neither a coupon nor a special discount is **deducted** from the displayed total — both only appear as text. The deduction is only made on the **invoice**.

At the order completion you will see a grey note, for example *“The special discount of 5% will only be deducted on the invoice.”*

See [Coupons and Special Discounts](#).

My coupon code is not accepted

The shop states the reason in the message:

Message	Meaning
“Coupon not found!”	The code does not exist, or it does not apply to you
“The coupon has expired!”	The validity period has passed
“Coupon already redeemed!”	The code has been used up — either overall or by you
“This coupon is only for first-time buyers!”	You have already placed an order
“Minimum order value ... not reached!”	Your cart is too small for this coupon
“Coupon not combinable and lower than the special discount!”	see next question

See [Redeem Coupon](#).

What does “not combinable and lower than the special discount” mean?

You already have a **special discount** applied, and this coupon may not be combined with it. Because the special discount is **higher**, the shop rejects the coupon — you benefit more from the special discount.

If the coupon is equal to or higher, it will be accepted and **replaces** the special discount.

See [Coupons and Special Discounts](#).

I do not have an input field for a coupon

Then your shop operator has not enabled coupon entry. Without the field, a valid code cannot be redeemed either.

See [Redeem Coupon](#), section *If the input field is missing*.

Does my coupon remain if I leave the shop?

Yes. The coupon remains on the cart, even if you reload the page or sign out and sign in again later.

You can remove it yourself at any time.

See [Redeem Coupon](#).

Why do my prices differ from the price list?

The displayed prices come from your shop operator's pricing and may already include your personal conditions.

If your shop offers a **Live price enquiry** in the cart, the prices are calculated directly in your supplier's system — this is the binding value.

See [Pricing](#) and *Cart*.

After the Live price enquiry, two totals are shown

Depending on the program version, the shop either shows the *total sum* and below it additionally the **Live price total**, or a single total named **Total (Live Price)**.

In both cases, the Live price is decisive.

See [Cart](#).

Are the prices net or gross?

Whether a note about net prices appears is set by your shop operator. In the cart and at order completion, this note text is hidden.

The **invoice** is always decisive.

The freight costs are not included in the total

Correct — the line *plus freight costs* is **below** the total and is not included there. It only appears if freight costs apply to your order.

Above your shop operator's free carriage limit, the line disappears.

See [Cart](#).

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