

## Having Trouble Using Our Site?

Very occasionally we get emails from customers who experience problems using our website. There are two main types of problem you might encounter: display issues and cookie issues.

### Display Issues

A display issue is a problem where you can't see some of the page content, usually because it is being obscured by something else. These problems usually occur because the website is not fully compatible with the browser and/or operating system being used.

The site has been tested on all main, current browsers including:

- Internet Explorer 8
- Internet Explorer 7
- Internet Explorer 6
- Firefox 3
- Google Chrome
- Safari

as well as the most widely-used operating systems:

- Windows XP
- Windows Vista

Unfortunately it's just not possible to make the website compatible with all browsers and all operating systems as we are unable to see the site in some of these browsers.

We always recommend using a current browser as they are more secure. If you are using Internet Explorer 5 (IE5) for example and do not want to upgrade to IE8 (or can't upgrade for some reason) we suggest that you install something like Google Chrome which you can use for any sites where you have problems like this.

To help us improve our website, if you do experience any problems, please send an email to us at [info@whisky-online.com](mailto:info@whisky-online.com) with the following details:

- Your computer operating system
- The browser you are using
- Please also include a screenshot of the problem so we can see exactly what is happening (you can take a screenshot by pressing the PRTSC button on your keyboard and then pasting into a Word document or a graphics software program – more details here <http://take-a-screenshot.org/> )

## Cookie Issues

If you are unable to login, move through the checkout or you keep getting redirected back to a particular page, it may be because you do not have cookies enabled in your browser. It is also worth checking that the time is set correctly on your computer – if your computer clock has the wrong time it can cause a cookie to expire before it has started, which will cause problems when trying to use the website.

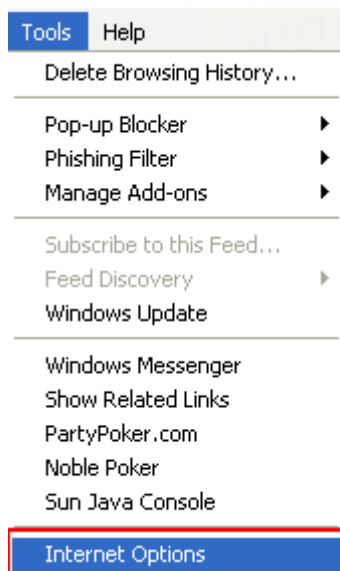
## What are Cookies?

Cookies are short pieces of data that are sent to your computer when you visit a website. On later visits, this data is then returned to that website. Cookies allow us to recognize you automatically whenever you visit our site so that we can personalize your experience and provide you with better service. We also use cookies (and similar browser data, such as Flash cookies) for fraud prevention and other purposes. If your web browser is set to refuse cookies from our website, you will not be able to complete a purchase or take advantage of certain features of our website, such as storing items in your Shopping Cart or receiving personalized recommendations. As a result, we strongly encourage you to configure your web browser to accept cookies from our website.

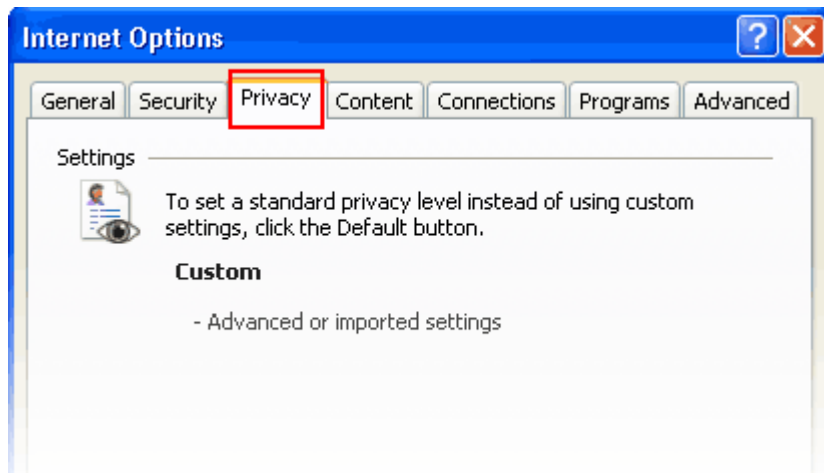
## Enabling Cookies

Internet Explorer 7.x

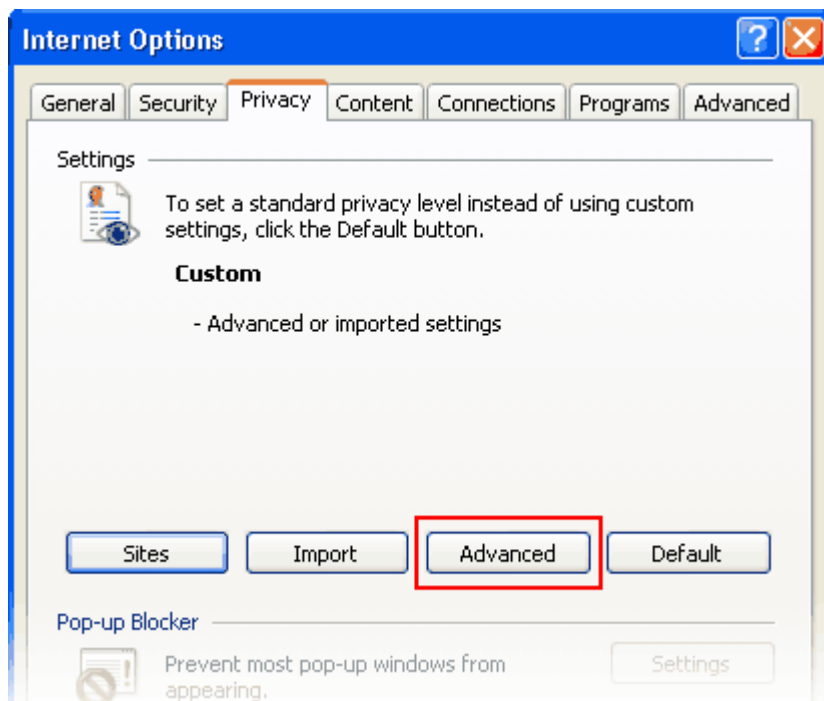
1. Start Internet Explorer
2. Under the **Tools** menu, click **Internet Options**



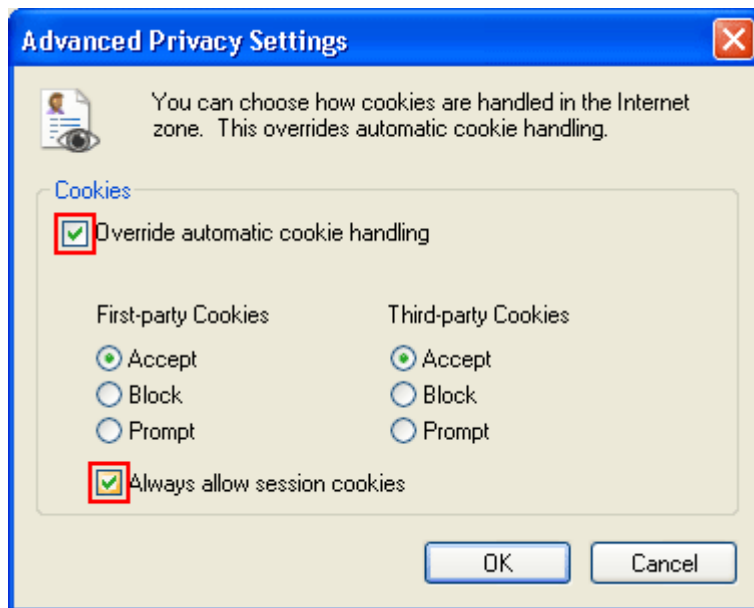
3. Click the **Privacy** tab



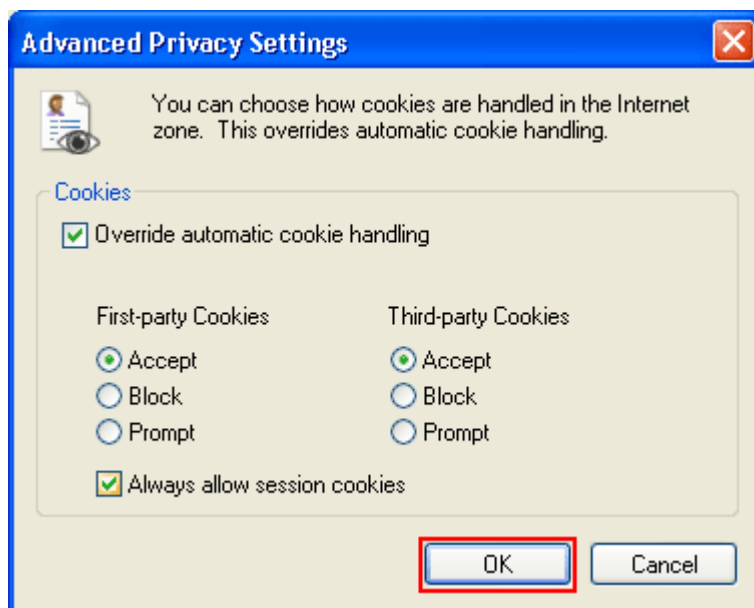
4. Click the **Advanced** button



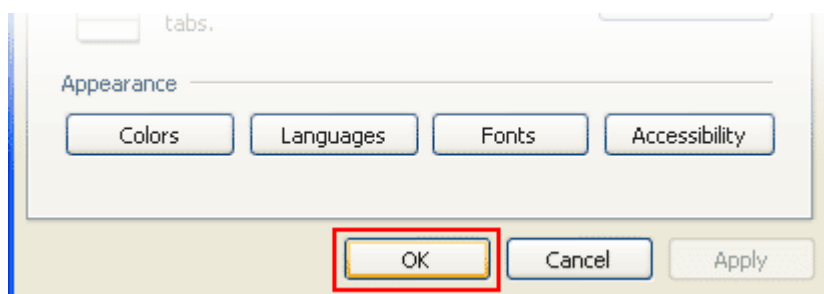
5. Put a check mark in the box for **Override Automatic Cookie Handling**, put another check mark in the **Always accept session cookies** box



6. Click **OK**



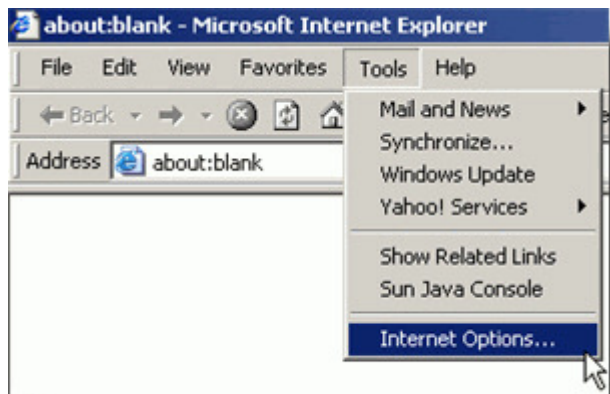
7. Click **OK**



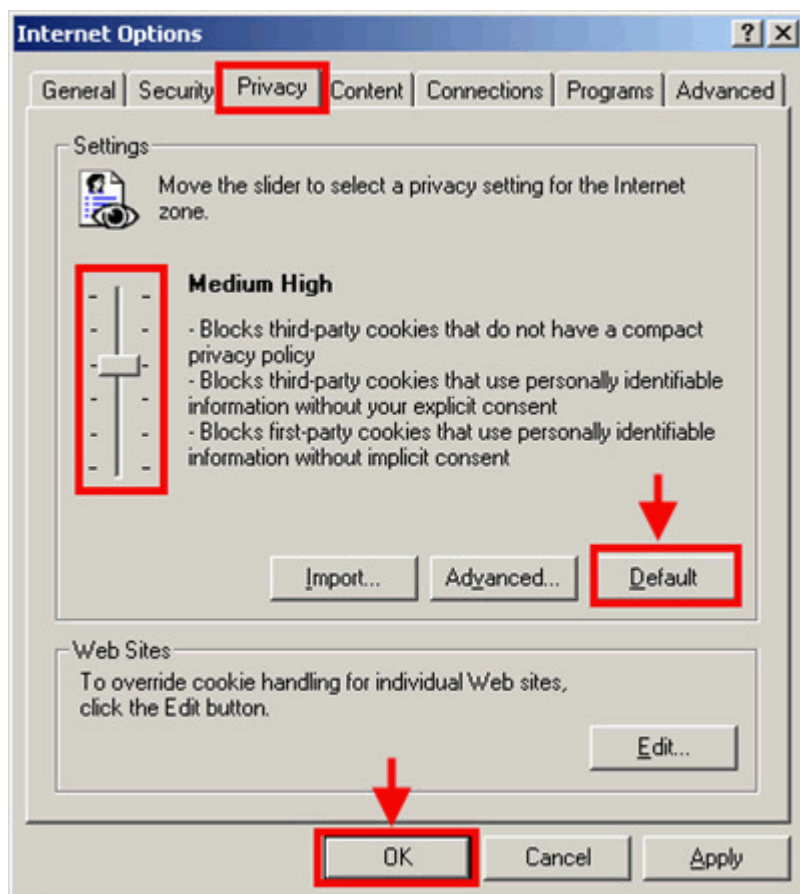
8. Restart Internet Explorer

## Internet Explorer 6.x

1. Select **Internet Options** from the Tools menu

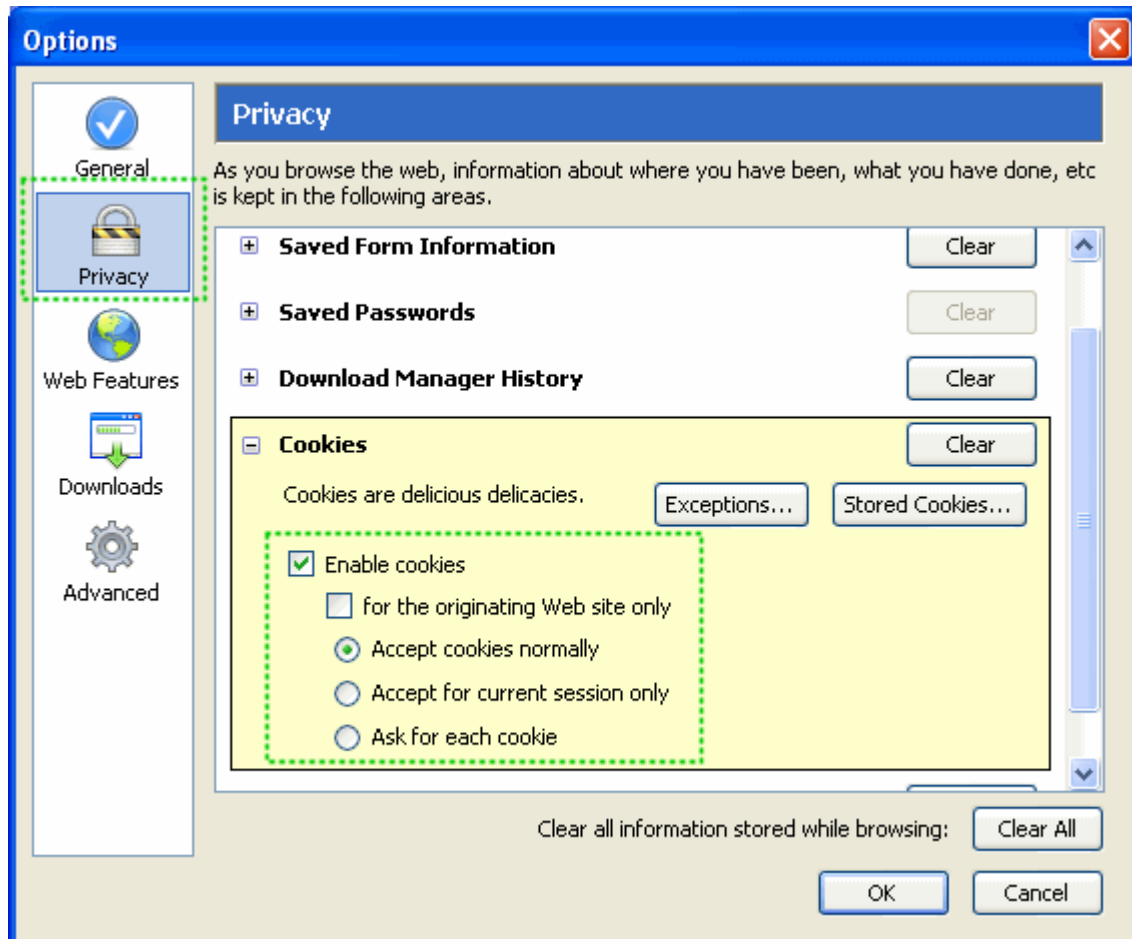


2. Click on the **Privacy** tab
3. Click the **Default** button (or manually slide the bar down to **Medium**) under **Settings**. Click **OK**



## Mozilla/Firefox

1. Click on the **Tools**-menu in Mozilla
2. Click on the **Options...** item in the menu - a new window open
3. Click on the **Privacy** selection in the left part of the window. (See image below)

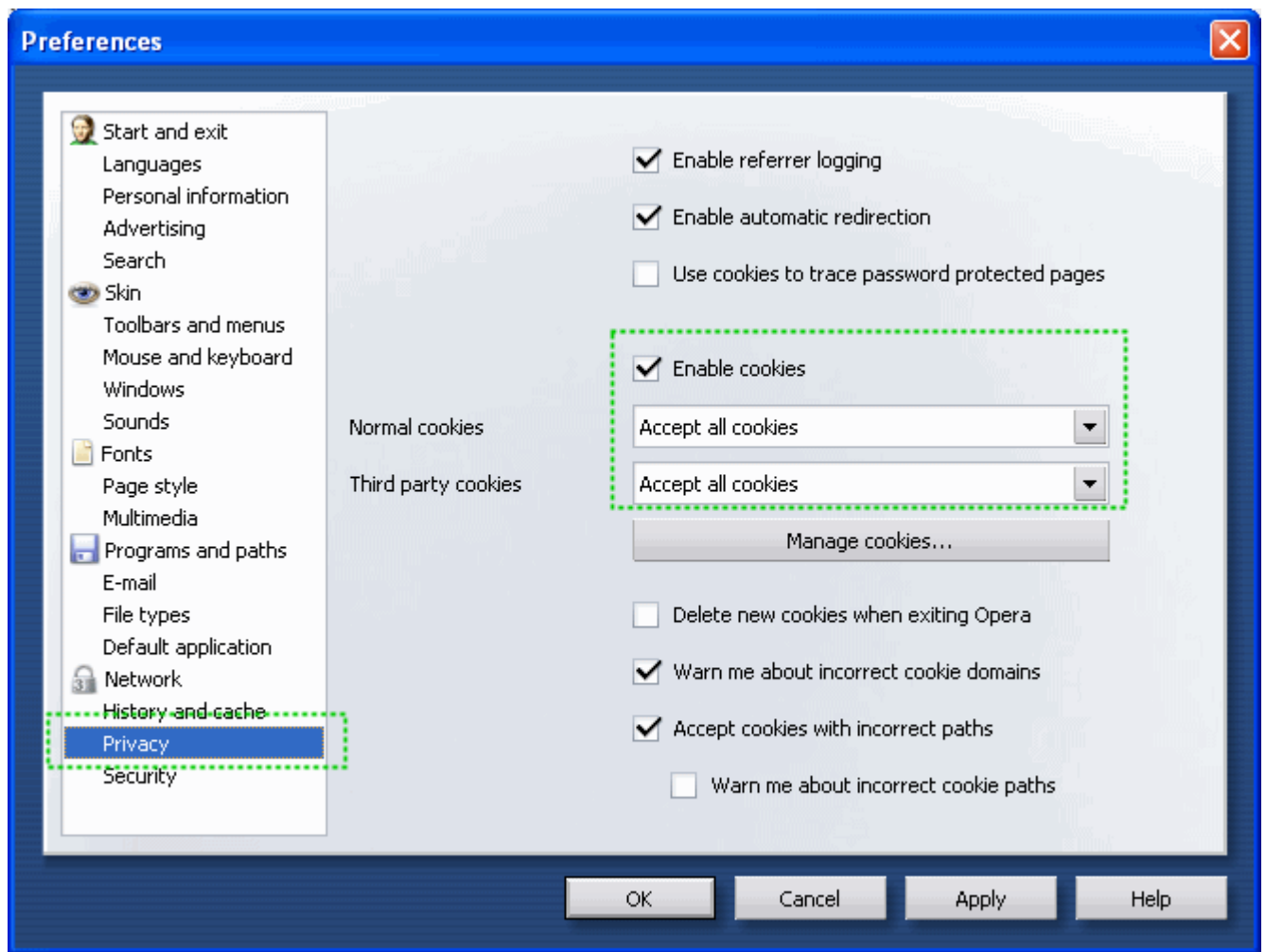


4. Expand the **Cookies** section
5. Check the **Enable cookies** and **Accept cookies normally** checkboxes
6. Save changes by clicking **Ok**.

## Opera 7.x

1. Click on the **Tools** menu in Opera
2. Click on the **Preferences...** item in the menu - a new window open

3. Click on the **Privacy** selection near the bottom left of the window. (See image below)



4. The **Enable cookies** checkbox must be checked, and **Accept all cookies** should be selected in the "**Normal cookies**" drop-down
5. Save changes by clicking **Ok**