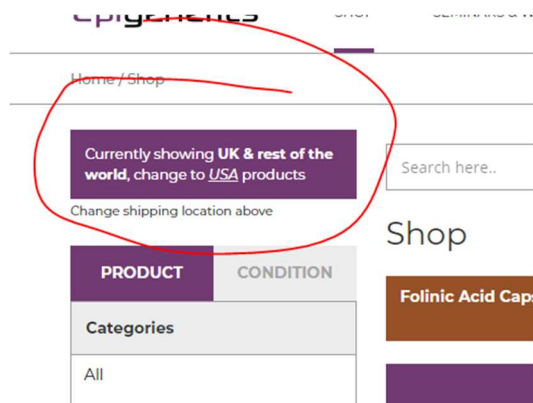


Error Message: "Sorry we can't ship this product to you while your location is set to Error with location"

This error usually only occurs when the cookie/data collected for store location is not captured correctly. As a brief explanation, we ask users to select their shipping location (either UK & rest of world OR United States) when first arriving on our website, enabling us to show the available products for your destination. If for whatever reason this data is not captured, this error appears and prevents users from adding the item to cart.

To rectify this, please navigate to the [shop page](#) and ensure this option is selected and appears like this:

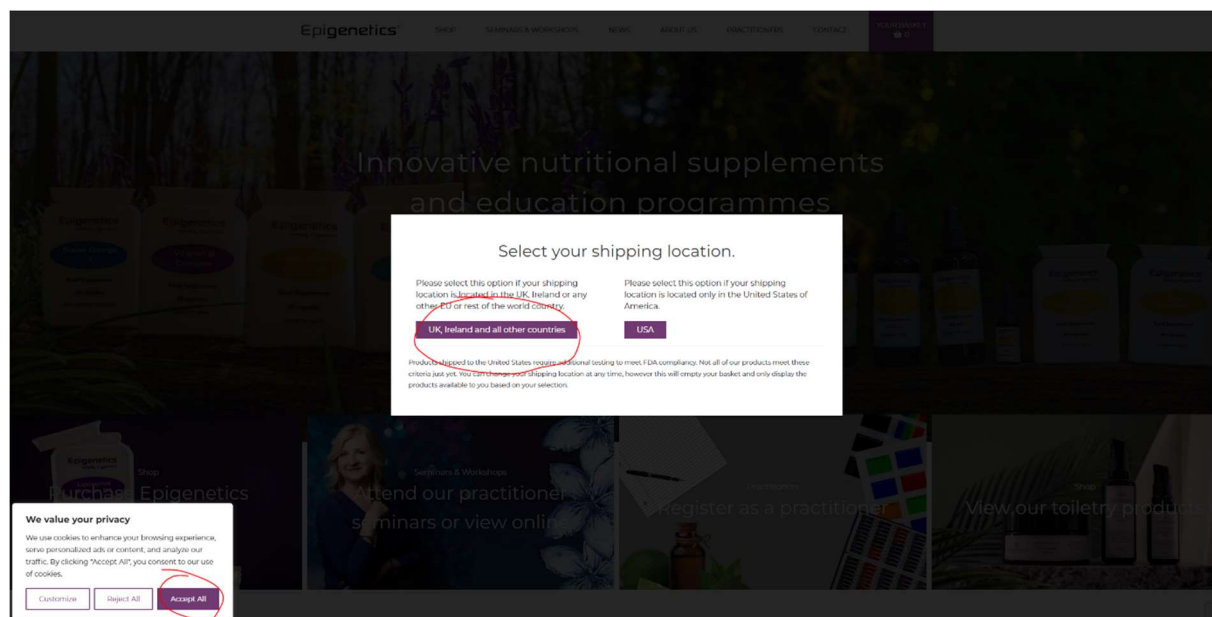


If this option is not appearing like this or if the problem still persists even with this option showing like this, please close all browser tabs showing our website and follow this guide to clear your browser cookies/cache:

<https://www.whatismybrowser.com/guides/clear-cache-history-cookies/>

Please ensure you are not blocking and cookie data or using a program that does as this will prevent normal site usage.

Once done, navigate to our website again and you should see this prompt:



Click "UK, Ireland and all other countries" and "accept all", then check the product(s) again.

If you are still encountering this error message, please get in contact.