

**UPDATED – 22/01/2024**

## **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 this data is not captured correctly, this error appears and prevents users from adding the item to cart **from the product page**.

**1).** To rectify this, please navigate to the [Shop Page](#) and try adding any product to your basket by clicking the **Add to basket** button:

Showing 1–16 of 569 results



**Zinc Picolinate 30 pack of 60 capsules**  
★★★★★  
**£13.63** Exc. VAT  
**Add to basket**

**Magnesium SA pack of 60 capsules \***  
**£14.35** Exc. VAT  
**Add to basket**

**From the Shop Page click the “Add to basket” button under any product. Once added, this should correct the error and the site should function normally.**

This should correct the error and allow normal selection of shipping location on the shop and display the add to basket button on the product page for **all products available to your location**.

(If required):

**2).** If the error persists, 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 using a program/browser add-on that blocks cookie data or this will prevent normal site usage.

**3).** Once done, navigate to our website again, select your **shipping location** and **accept the** cookies. If the error message persists on the **product page** try repeating step 1.

If you are still encountering this error message after completing all of the above, please get in contact.