TECHNICAL TIPS FOR GROUND UP ONLINE CUSTOMERS

Please Note: The following information is listed 'only' as possible suggestions. Ground Up cannot be held responsible for any computer hardware or software modifications.

1. What is your computer's operating system?

Windows 95, 98, 2000, XP, Vista? Or are you using a Macintosh? Is your operating software updated with the latest internet updates?

Note: If you are running anything less than Windows 2000 you will more than likely experience problems.

Please update your software at: (http://www.update.microsoft.com).

2. What web browser/computer software program do you use?

Internet Explorer, Firefox, AOL, Opera, Safari? Is your web browser fully updated? Have you installed the latest updates for your web browser? If not, please do so!

Note: We're fully tested on Internet Explorer and Firefox and highly recommend using one of these web browsers.

3. Is your computer behind multiple firewalls or do you have cookies disabled?

Turn back on your cookies and try running a single firewall. We recommend contacting your internet service provider with help walking through these steps.

Note: Cookies being turned off will cause problems and multiple firewalls may cause problems.

4. Are you using a computer from your work/office/public internet access point?

It's possible that the network you are using is limiting some or all access to various websites. As a result you may be able to view our website but not place an order. Also, public internet access points may create problems due to security and firewall issues.

5. Are you using a dial up connection?

It's possible if your internet connection is too slow you may experience issues when using our commerce platform. If this appears to be a problem please do not hesitate to call us at: 866.358.2277.

We'll gladly assist you in placing your order! If you are using dial up and would still like to place an order online please be extremely patient as you may experience longer than normal load times.

6. Clear the internet browser cache on your computer.

Clearing your internet browsers 'cache' or 'temporary internet files folder' will often solve many simple issues. Once you've cleared your browser close down your web browser and re-open the program.