

# COMPUTER RELATED QUESTIONS

**Q.** Why can I not add items to the basket without being logged in?

**A.** We have updated the website to automatically save items in your basket. This allows customers to place orders using different computers with the same login. You must be registered and "Signed In" to add items to your basket or see your saved items. You can "Sign In" at the top right hand corner of every page or use the "Register" link to create a new online profile.

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**Q.** After my credit / debit card declined at the payment stage, when I returned to enter another card my basket had emptied?

**A.** Yes, it is a local setting, if the customer does not have cookies enabled once they go out to the payment provider (Realex) the information is lost. If cookies are enabled you would be able to key the back button and the items would still show in the basket.

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**Q.** I have done my order on line but what do I do when I want to order an unlisted part?

**A.** Non listed items, if the watch part you are requiring does not appear in the attribute search you have done, you will need to add a "non-listed" item by clicking on the "need help searching?" which can be found in the body of every watch part search screen. This will automatically send an email to our purchasing department where the quotation will be processed. You will be able to view the progress and results via your self serve.

Tip: When using the attribute searching for watch parts, by leaving the Attributes which are not mandatory without any high lighted values the search will return everything linked to the mandatory value.

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**Q.** After a while I lose the screen I am working on?

**A.** To keep your screen active at all times please follow this procedure: Tools - Internet Options - Select the Privacy tab - Select Advanced - Advanced - Check the Override automatic cookie handling and always allow session cookies, boxes. **Please note any changes to computer settings are at your own risk, if you are unsure please seek advice from your internet provider.**

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**Q.** The website is too slow?

**A.** Cousins website is hosted off site. The web server is multi quad core with SAS drives (the fastest you can get) and of the highest spec available, the server has unlimited loading and bandwidth capacity. If you experience slow user activity with your PC, the slowing effect could be one or a combination of the following:

- 1, Your web browser security settings.
- 2, Your local connection speed.
- 3, Your PC processor and memory limitations.