FAQ – I am unable to locate stockists or find my postcode?

==Possible Scenario:==

You have visited the website https://thelupinco.com.au/ and clicked on "STOCKISTS" and gone to the page https://thelupinco.com.au/find-a-stockist/ and entered in my postcode and seen an error message saying ==**"Unable to find address"**==

See below screen shot 1 example where we entered in postcode 2527 and then clicked on green button "GO" only. We get the below error as we have missed a step (which we will explain in the resolution).

Example Screen Shot 1:
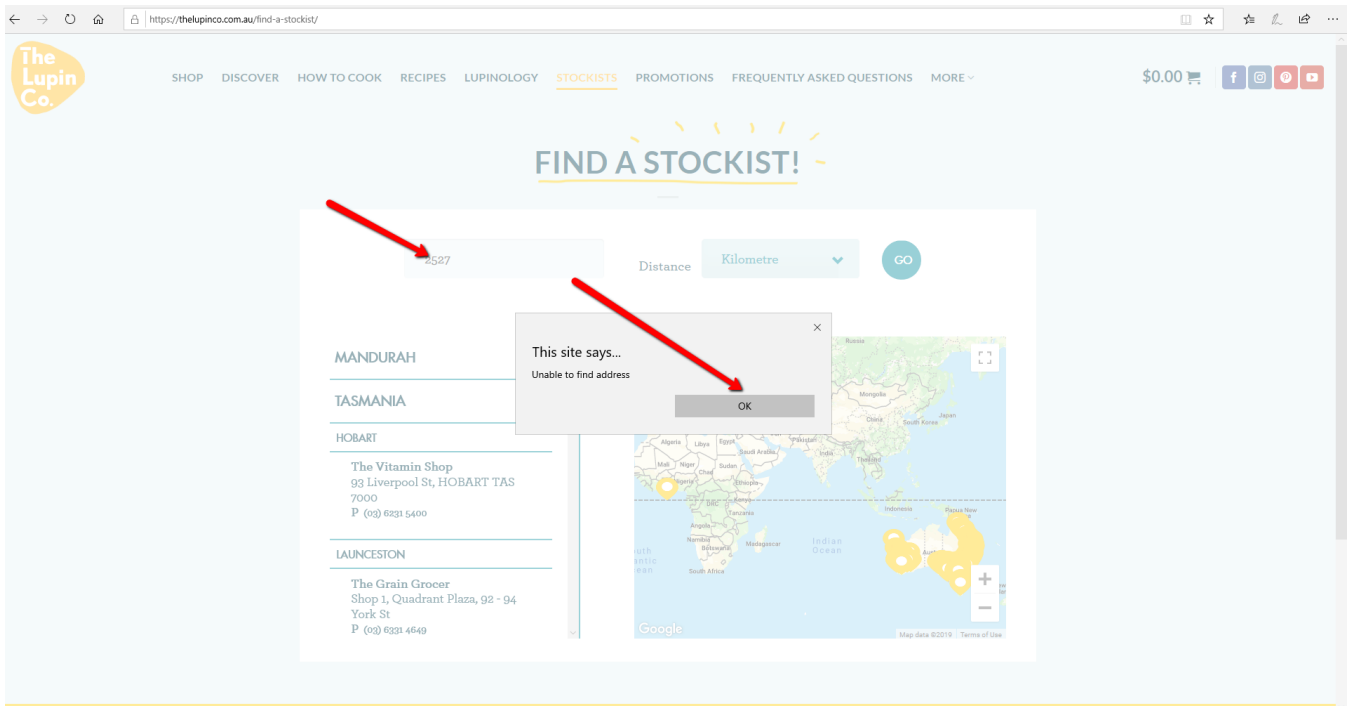
Resolution:

When entering in a postcode we are only entering in the postcode and clicking on the green button "GO". This will not work and will cause the error provided in Example Screen Shot 1.

The correct process is to enter in the postcode and then select the closest postcode match found in the drop-down menu that will appear underneath the postcode field, then click on "GO". There are 3 key steps to operate this function of website correctly. Please see Example Screen Shot 2 which details the correct process explained in Example Screen Shot 2.

Example Screen Shot 2:
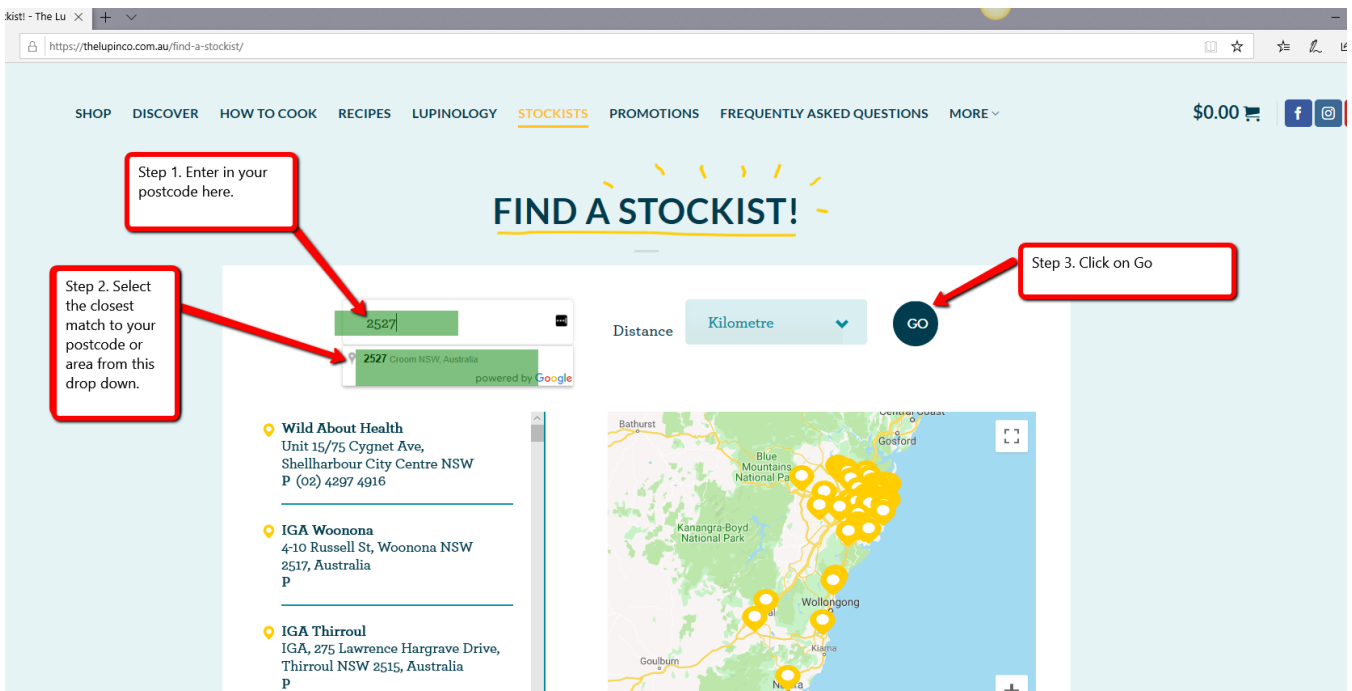
<mark>**Additional Notes To Consider:**</mark>

- The default page of https://thelupinco.com.au/find-a-stockist/ will have listed as default MANDURAH, TASMANIA etc by default without entering any information. It will also still continue to display this information if we performed an incorrect click on "GO" as explained in Screen Shot 1. This does not mean the only locations are TASMANIA or it is incorrectly finding your postcode in TASMANIA.

Please see example Screen Shot 3 below of default https://thelupinco.com.au/find-a-stockist/ page on website.

Example Screen Shot 3:
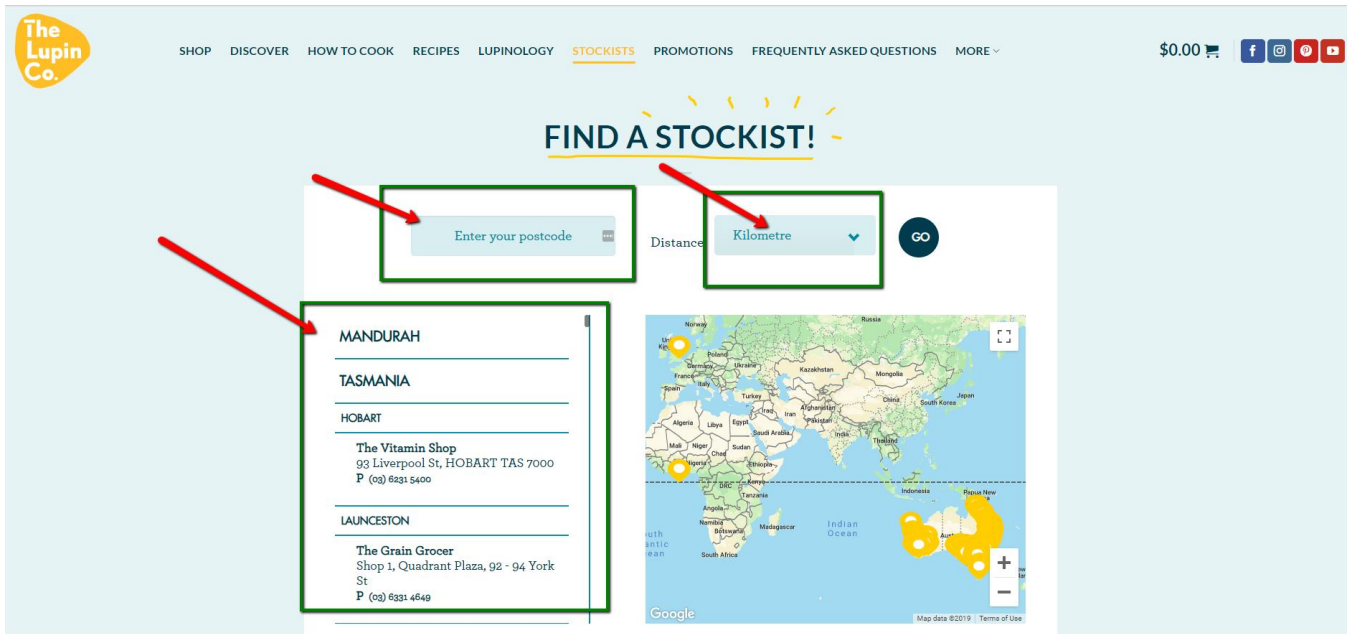
- Should we still have difficulties or issues after following the correct 3 steps detailed above in the Resolution section then please be sure to email enquiries@thelupinco.com.au with your Postcode and a screen shot of the issue we are having.
  Please also try to provide as much detail as possible, such as your browser of choice (Example Google Chrome, FireFox, etc), what type of device you are using. This will allow our technical team to troubleshoot your issue as quickly as possible.

www: https://thelupinco.com.au/   **email:** equiries@thelupinco.com.au