



Sorry, but it looks like you're based outside of the UK.

Due to selling restrictions, TitonDirect can only be accessed in the UK.

But I am in the UK!

There are several reasons why our website thinks you're outside the UK; the most common are either:

- Your IP address, which is the address websites use to determine where in the world you are, is not registered in the UK. You may want to discuss this with your Internet provider.
- You are using a VPN (Virtual Private Network), proxy, or similar service which masks your IP address

But you can do something about it.

The following will explain what can be done and will also list other possible reasons why this could be happening and what to do.

- Using a VPN or proxy? Try disabling it.

If you are using a VPN or proxy service and are in the UK, try disabling it to see if that helps.

- Maybe your IP address isn't registered in the UK

If your ISP (Internet Service Provider) has supplied you with a recently created or newly sourced IP address, it may be that it hasn't been registered correctly or it may just take a few weeks for the various databases across the internet to be updated to recognise the IP address as being located within the UK. You should check with your ISP whether this could be the case.

- Check your IP address yourself

While not definitive, there are various IP checking websites, such as www.whatismyip.com or whatismyipaddress.com that will list your IP address, where it believes you are, and what ISP the address is registered with.

- Web accelerator

If you're using a web accelerator, try disabling it to see if that helps.

- Work computer

Some companies and organisations might have an internal network which routes data outside the UK. It's worth checking with your company's IT department to confirm.

- Using a mobile device?

In addition to the above guidance, check whether any data reduction features are set in your browser settings as some mobile browsers route data outside the UK when data reduction features are used.

Chrome may refer to this as 'Reduce data usage' in Bandwidth Management and Opera may refer to this as 'off road' or 'Turbo mode' depending on your browser version. Also remember to check your browser is up to date - you can also try another browser.

Also, data compression apps may route data outside the UK, so try disabling them.

Can I just place an order with you?

Yes you can. Please email our sales department – sales@titondirect.co.uk – with your contact details and any information about the product you wish to purchase and they will get back to you. If you prefer, you can complete our online contact form (<https://www.titon.com/uk/contact/>).