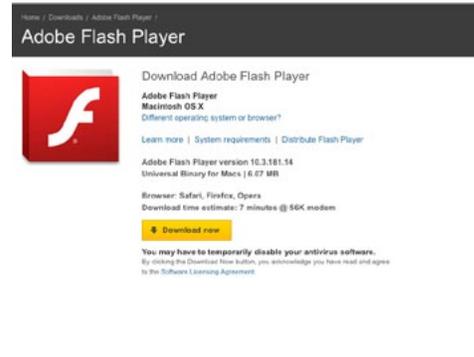


## My page has errored and is not showing product in the right hand pane

Adobe FlashPlayer must be installed for your browser in order to view products in the **Build Your Bullard** configurator page. This plug-in is completely free of charge and easy to download.

### Here are the steps:

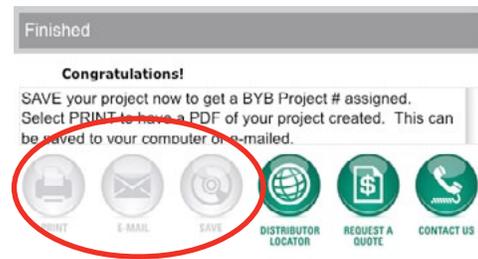
- 1) Open your Browser
- 2) Go to <http://get.adobe.com/flashplayer/>
- 3) Click on the DOWNLOAD NOW button and follow the instructions for installing and running FlashPlayer
- 4) Go Back to [www.buildyourbullard.com](http://www.buildyourbullard.com)
- 5) Be sure to refresh the screen



## The PRINT, E-MAIL and SAVE buttons are grayed out and I cannot select these options

In order to utilize the Print, E-mail, and Save features of BYB after you finish your configuration, you will need to be Registered and Signed-in to your session.

The Sign-in feature is located in the upper right corner of the configuration screen.



## What is the best screen resolution to view *Build Your Bullard*?

The best screen resolution to experience the **Build Your Bullard** configurator is **1024 x 768**.

A lower resolution can result in the page not displaying properly with all options lined up accordingly.

## Ideal Browser for *Build Your Bullard*

**Build Your Bullard** is the industry's first complete online product configurator that lets you customize hundreds of Bullard products and accessories. The best browsers to experience the full value of **Build Your Bullard** are:

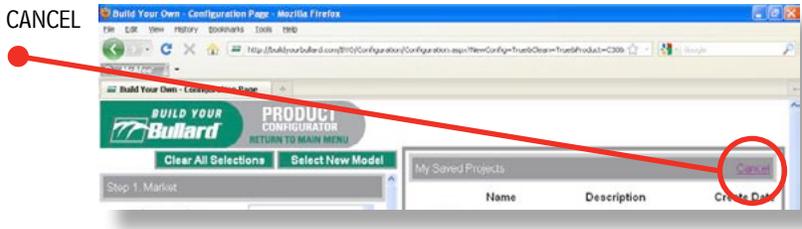
 **Mozilla Firefox version 3.0+** (preferred)

 **Google Chrome version 10.0+** (preferred)

 **Internet Explorer version 8.0+**

## Cancel out of the MY PROJECTS library

When in the MY PROJECTS library, you must click on the CANCEL link to go back into your configuration session.



## I am not receiving e-mail confirmations or notifications

First, check that e-mail notifications are not being directed to a JUNK MAIL folder in your e-mail software.

Second, have your I.T. person check your spam filter on your mail server. Have your I.T. people add the domain "@bullard.com" to your safe-senders list (or white list), to ensure these e-mails are not blocked by your server.

## Is the color/size of the product I am viewing exactly as it is on the final product?

Since all computer screens project some differences in color, the Bullard products viewed in the Configurator only provide a representation of the product you would receive. Likewise, sizes of letters and logos may appear larger or smaller in the Configurator than they will on the actual product. Bullard will always maximize the size of letters and logos, unless otherwise specified.

## Is the price list what I will pay?

Bullard sells through distribution, so you must contact your local authorized Bullard Distributor to get your pricing. Pricing shown on the Configurator is Bullard's Suggested List Price.

## How do I place an order?

### End-User Customers:

All orders need to be placed through an authorized Bullard distributor. You can find a listing [here](#). A distributor can also provide firm pricing and check delivery dates. To place an order with an authorized Bullard Distributor, provide a copy of the project summary page along with your purchase order.

### Bullard Distributors:

For placing orders with Bullard, use the Bullard part number(s) provided on the project summary page along with the BYB Project Reference # .

## Maximum Characters Allowed When Naming a Logo File

**Build Your Bullard** allows you to upload a logo file with a 50 character limit. If you exceed 50 characters, go to your file location, right click your mouse on the file name, and select **Rename** your file.

## Site is Slow or Timing Out

**Build Your Bullard** users experience better than average site speed. The factors that determine the speed of your configuration include:

- Type of internet connection. We recommend using Firefox, Google Chrome or Internet Explorer.
- Using broadband when connecting to **Build Your Bullard**
- Peak usage times (early morning or late afternoon)