

# Cannot get Excluded Ship-to Locations right?

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You have specified Excluded Ship-to Location in SoldEazy, but the Ship-to country options on listing page is not what you expected?

eg: Cannot select Hong Kong in Ship-to country?

Reason: The box of **Southeast Asia** from **Excluded Ship-to Location** is checked. Once this box is checked, you are unable to ship to any countries on the list of Southeast Asia.

eg: Cannot select Qatar in Ship-to country?

Reason: The box of **Middle East** from **Excluded Ship-to Location** is checked. Once this box is checked, you are unable to ship to any countries on the list of Middle East.

eg: Cannot select Australia and Canada in Ship-to country?

Reason: The boxes of **Oceania** and **North America** from **Excluded Ship-to Location** is checked. Once this box is checked, you are unable to ship to any countries on the lists.

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