

Geo-blocking, filters & bot traffic

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Automated protections on our platform ensure the website remains secure, fast, and reliable.

Occasionally, some features may be restricted to protect both our customers and our platform, ensuring a seamless and secure shopping experience for everyone.

Geographic traffic blocking

Geo-blocking is an automatic security measure that identifies a visitor's country based on their IP address and, when necessary, restricts access. Our system may limit access from certain regions to protect against high levels of fraud and hacking attempts, reduce spam and the creation of fake accounts, and prevent credit card abuse and chargebacks. These restrictions are applied automatically according to the visitor's location.

Important to know

- Most countries have full access to our website.
- The list of restricted countries is reviewed regularly and can change over time.
- Legitimate search engines (like Google or Bing) still have access everywhere, so our products remain visible in searches.

If your country is restricted, you may see an **Access Denied** or similar message. We review these settings regularly and update them based on security data and business needs.

Filters & Search protections

Our website allows you to browse and search for products in many ways. However, using too many filters at the same time (for example: category + brand + size + color) can slow the site's performance and overload servers. To prevent this, we limit advanced filtering, and you may see a **403 Forbidden** or **Access Denied** message, or pages that fail to load when too many filters are applied.

What's allowed

- 1–2 filters at a time (e.g., "Shoes + Brand").
- Simple searches in the search bar.
- Normal browsing through categories.

What's restricted

- Using 3 or more filters together.

- Very complex combinations that overload the system.

To improve your experience, try using fewer filters or searching by keyword instead. These protections are in place to keep your data and our platform safe, ensure fast browsing and checkout for everyone, prevent fraud and misuse, and manage server resources so the site remains reliable even during busy periods.

Bots & AI crawlers

Search engines and certain verified crawlers are allowed because indexing helps people discover products. Widely used legitimate crawlers include [Googlebot \(Google\)](#), [Bingbot \(Microsoft Bing\)](#), and [GPTBot \(OpenAI\)](#). Website operators and platforms provide documentation explaining these crawlers and how to identify or restrict them. You can learn more on [Google for Developers and Microsoft Bing](#).

Important to know

Bot activity has increased dramatically, with many bots now used to collect training data for AI models. According to Cloudflare's mid-2025 analysis, training-focused crawling accounts for **nearly 80%** of AI bot activity, while referral traffic back to sites has declined. This surge in AI crawling is changing how sites manage access and protect content, prompting some site operators and infrastructure providers to adopt stricter crawler controls or new commercial models for crawl access. You can find more information in the [Cloudflare Blog](#).

Initial troubleshooting steps

If you encounter any of these issues, you may try the following quick troubleshooting steps to resolve them on your own.

- Try from a different network (mobile data vs. home Wi-Fi).
- Turn off VPN / proxy and try again.
- Clear your browser cache or try another browser.
- Note the exact error message, the page URL, time (with timezone), and any screenshots.
- If using advanced filters, try the same search with fewer filters or use the search bar.

If those steps don't help, contact support and include the details requested below.

IP Unblock & Support

If you encounter issues with filters or country blocking, contact support and we'll work to resolve it quickly. For routine cases, we check whether access is blocked (geo, filter, or bot protection) and escalate to technical or security teams if needed.

If your IP is blocked and you can't access a website, it can be whitelisted by submitting a request through

the **WebSell IP Unblock Form** ↗.
