

Testing

Your site design and functionality will be tested across a variety of devices. We test and guarantee compatibility with operating systems and browsers with more than 5% market share. Market share is determined through industry statistics, trends, and quarterly surveys of our clients from different demographic profiles.

Testing on other operating systems and browsers can be completed at an additional cost.

Desktop

Browsers	Windows 7+	Windows 10	Mac OS 10.12+
Internet Explorer	11	11	
Edge		17	
Chrome	74	74	72
Firefox	67	67	67
Safari			12.1

Mobile

Browsers	iOS 12.2+	Android 8.0
Safari	12.1	
Chrome		74

Responsive

Responsive sites are designed and tested around the following breakpoints:

- Small: < 640 px
- Medium: any screen 640 pixels or wider.
- Large: any screen 1024 pixels or wider.

Between the breakpoints the design will expand and shrink elements as necessary and may display some sub-optimal results beyond our control.

High Density (Retina) Displays.

High density displays have twice as many pixels per inch as standard displays. Much like your HD television, standard content is simply enlarged to fit the display. Specific design accommodation for high density displays is only provided by prior arrangement.

Policies

Development is optimized for the most current versions of popular browsers and operating systems. Older browsers may provide a slightly different user experience.

We cannot guarantee compatibility of your site with operating systems or browsers that have not been released yet. New operating system or browser issues related to the CommerceCM and SiteCM managers will be addressed as part of our software update process and your support contract. Issues related to your site functionality will be addressed as service and be billed at standard rates.

Issues that affect the ability of a shopper to complete an order will be given priority.

Due to the growing number and diversity of devices, there might be slight differences in the appearance or functionality of your site between different operating systems and browsers that do not affect the overall usability or design of your site and are not economic to fix. Users do not visit sites using different browsers at the same time so these will not be noticeable.

ideaLEVER shall not be liable for any lost leads or sales as a result of testing or browser updates.

Updates

This document is updated quarterly. Current version is available from www.idealever.com/docs/testing.pdf