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Level 1 Support - 2026-08-17 - [Design and Customizations](#)

When you are building products and pages on your site, it is tempting to copy / paste text content from other online sources directly into ShopFactory.

However, like all web building solutions - copy and pasting from one source directly into your site can also copy and paste in HTML, JAVASCRIPT and other hidden code.

The hidden code can cause undesired results which can change fonts, interfere with cart and other website design functions.

Make sure to **CLEAN YOUR TEXT CONTENT before pasting into ShopFactory** on your products or pages.

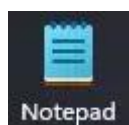
Some other programs can also copy in hidden code, such as Microsoft word, etc. Make sure you always paste in clean text content using one of the methods below.

ShopFactory now includes a "PASTE AS TEXT" function to help you paste clean text content.

Simply right click into your text field where you want to paste the text and use the "PASTE AS TEXT":



If you have a large batches of text you need to use, you can copy and paste directly into Windows Notepad.



This will allow you to also clean out undesired code to then paste into ShopFactory pages and products.