

## Support Tickets

Support tickets allow you to ask general questions or request that we review documents and label files created using the platform. We normally respond in 1 - 2 days.

### Example Ticket

Hello,

I just created a report using the product compliance info tool (it's attached in this support ticket). Here's some information:

**Product:** Promotional plush toy  
**Age group:** 3+ years  
**Destination:** United States

**Questions**

1. Is lab testing mandatory for this product?
2. Can you recommend a trustworthy lab testing company?
3. Is it mandatory to get the product tested in the US?

### Support Ticket Examples

1. Ask questions related a single compliance report = **1 ticket**
2. Ask questions related to a single document file = **1 ticket**
3. Ask questions related to a single label file = **1 ticket**
4. Send a list of questions = **1 ticket**
5. Request recommendations concerning testing companies or service providers = **1 ticket**

### What kind of support do you offer?

You can ask general questions about the compliance process. We can also recommend service providers in our network. This includes testing companies and consultants.

- Ask questions about information in generated compliance reports
- Ask questions about the general compliance process (e.g. lab testing and labeling)
- Receive guidance to other official resources (e.g. government websites)
- Request recommendations concerning testing companies, and other service providers

However, we do not offer legal advice, engineering/technical advice or confirm applicable regulations or standards for specific products. Further, we do not 'approve' or 'confirm' labels, documents, certificates, or other files – including those generated using the product manager.\*

\*We can review documents and label files issued in the Product Compliance Manager. However, this means that we compare it to the editor fields. We do not and cannot "confirm" or "verify" if the information in the file (e.g. company name or SKU) is correct in itself or generally compliant.