

Support Tickets

Support tickets allow you to ask general questions and request that we help you review or create documents and label files using the templates. You can also request lab test booking support.

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



Ask questions related to a single compliance requirements list = **1 ticket**
Create a Product Compliance Requirements list ([Link](#)) using the platform



Request help to create/review a product certificate = **1 ticket**
We use the Product Certificate Templates ([Link](#)) to create certificates/compliance documents



Request help to create/review a label file = **1 ticket**
We use the Label Templates ([Link](#)) to create label files



Request lab test booking assistance = **1 ticket**
We help you request a quote and coordinate sample submission



Review supplier test reports and other compliance documents = **1 ticket**
We can review and verify documents with the issuing entity



Send a list of questions (for a certain product and market) = **1 ticket**
General guidance only. We do not offer standards assessments or legal advice.

What kind of questions can we ask?

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 requirements lists
- 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.

Do you approve or verify documents and label files?

We do not 'approve' or 'confirm' labels, documents, certificates, or other files – including those generated using the templates. We cannot know that the information entered is accurate and correct.

However, we can review certificates and label files created using the Compliance Gate Platform templates. this means that we compare it to the template 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.