

# Contacts

Questions related to our contacts.

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# Request a Callback for Personalized Support \*

Unfortunately, due to the high volume of work, we are currently unable to offer callbacks. We appreciate your patience and understanding during this time.

We are dedicated to providing you with high-quality customer support. While our main support channels are through the ticket system, email, and live chat, we also offer the option to request a callback from our technical support team.

## Callback Pricing

To add a more personalized touch, you can request up to three callbacks per month for a nominal monthly fee. Each callback costs only 9.99 USD, or a total of 14.99 USD per month for up to three callbacks.

## Country Availability and Language

We currently offer callbacks for customers in select countries, including but not limited to Brazil, Canada, Portugal, the United Kingdom, and the United States. Our callbacks are conducted in either English or Portuguese.

## Important Conditions

Please note that callbacks cannot be made for security or abuse matters, as we require a full written record of all communications in these cases. Each callback is limited to 15 minutes, so if you need more time, it will count as an additional callback. Finally, all callbacks must be scheduled ahead of time to ensure we can provide you with the best possible support.

## How to Request a Callback or Voice Call

If you're interested in requesting a callback or voice call, please reach out to our team using the same guidelines. We're here to help and look forward to providing you with personalized support.

# How Does the Live Chat work? \*

Our live chat feature is readily available to assist you with any inquiries or issues you might encounter. We are operational during our standard business hours, from Monday to Friday, excluding holidays.

We appreciate that certain concerns may necessitate a more thorough investigation. If your issue can't be immediately resolved through live chat or other similar means of contact, our team will guide you on how to submit a ticket for our technical support team to delve deeper.

For the security of your account, we regretfully cannot disclose confidential account details through our live chat system. We kindly request you to submit a ticket or send us an email containing your request, using the primary email associated with your account.

In case our live chat is temporarily unavailable, there's no need for worry. Please leave us a message, and we promise to revert back to you at the earliest. For pressing matters, we advise that you submit a ticket with the relevant priority level to guarantee a speedier response.

# Can I Contact You via Snail Mail? \*

Thank you for your interest in contacting us! We're glad to assist you in any way we can.

To reach us, we have a few convenient options available that you can choose from. If you have any inquiries, we recommend contacting us through our ticket system, email, or live chat. These options allow for faster and more efficient communication, ensuring that we can respond to your questions and concerns promptly.

While we appreciate all forms of communication, at this time, we do not accept inquiries through snail mail. We apologize for any inconvenience this may cause, but we have found that our other communication methods are more reliable and effective.

Please let us know if you have any further questions or concerns, and we would be happy to assist you.