Technical Support FAQs

Pre-Sales & Buying Guides · https://retailedge.com/docs/technical-support-faqs

How does RetailEdge Technical Support work?

Our Technical support works a bit differently than you may be accustomed to. When you call in, we request that you leave voice message with your name, your business, and the nature of the call. We triage the calls we receive, and return your call based on the severity of your call. Issues that prevent you from ringing up sales are considered sales emergencies, which take precedent over other calls. Don't worry you are not being transferred to some international call center. Just leave the message and rest assured that your call will be taken care of in a timely manner. If you want us to call you back at a specific time, let us know that too. Then we can schedule you in and make sure that you problem gets the attention and time it deserves.

How do I contact RetailEdge's technical support team?

Technical support can be contacted through e-mail, our forums, or by phone. All of our contact information can be found here.

What are your technical support hours?

Our technical support hours are shown here. Free phone-based US technical support is available for the first 90 days during normal business hours. If your business needs more, we do have enhanced support plans that will get you emergency technical support for weekends and after hours.