

What can I ask the Support?

When can I contact the Support?

MailUp Technical Support responds to reports of customers in case of:

- clarification on the functionality of the platform and its features
- testing and troubleshooting an issue encountered during platform usage

When NOT to contact Support

Support can not help you with:

- commercial and billing information. Contact instead: sales@mailup.com or billing@mailup.com;
- training on the use of the platform, advice on the composition of messages, HTML code, strategy and quality of communications. For these needs, the following options are available: [Training Suite](#), [Performance Suite](#), [Creativity Suite](#);
- deliverability issues, meaning the delivery of emails to inboxes (e.g.: the messages I send end up in the spam folder). For these needs, the following options are available: [Deliverability Suite](#).
- account suspension or temporary blocking of the send function. Contact instead: abuse@mailup.com.