

# Inbound – Customer Support



We provide premium customer support for all our products, 7 days a week.

Providing outstanding support to our customers is important to us.

***If you require assistance with any of our products or would like to provide feedback or bug reports, please contact us using the form here: <https://shapingrain.zendesk.com/hc/en-us/requests/new>***

Alternatively, you may wish to send an email to [support@shapingrain.com](mailto:support@shapingrain.com)

Please note that *we do not support* our products through the comments section on themeforest and will direct you to contact us using our helpdesk or live chat instead if you seek help there.

Customer support is provided under the terms of the Envato Item Support Policy: [http://themeforest.net/page/item\\_support\\_policy](http://themeforest.net/page/item_support_policy)

Please visit <http://shapingrain.com/support> for more information on our commitment to customer service and the available support options.

ShapingRain.com  
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