IMG.LY

Support Fact Sheet

IMG.LY understands the need for qualified assistance when it comes to using third-party solutions, such as our PhotoEditor SDK and VideoEditor SDK.
Being up to par with industry standards is paramount. That is why we continuously ship minor and major updates of our technology. Further, we provide you with direct support from the developers who built and constantly improve our technology. We will be glad to assist you with the desired implementation and customization of our white-label editor libraries.

What does our support cover?

We section every support request into three categories

1. **Assistance with the Implementation and Customization**: We will be glad to assist you with any question or request you might have concerning your desired implementation of our white-label editors.
2. **Feature Request**: We are always happy to receive feedback relating to the features or capabilities we should consider adding.
3. **Software Errors (or "Bugs")**: Any issue of this kind is considered as particularly important to the functioning of our software and may have effects on other users' experience with our SDKs as well. You can be assured that it is in our interest to find a permanent fix as soon as possible.

How to access Support

By standard, **all customers** and **all trial users** can access our support through our [Private Support Portal](#) (separate signup required). Logged in to the portal, you will have the possibility to submit support requests to the ticket queue. Of course, we prioritize technical inquiries from customers. In other respects, we go by order of tickets received.

Subscribers of our Enterprise Support are not required to use the ticketing through our Private Support Portal. Instead, they receive personal assistance with the desired implementation and maintenance via a dedicated Slack channel for optimized response times and collaborative work.

Subscribers of our Service Level Agreement are purchasing a reliability assurance. Depending on contractually agreed upon severity levels, we will take care of every issue within guaranteed response and resolution times.

When to expect a response?

We provide support Monday through Friday, between 9:00 am to 6:00 pm CET/CEST (Central European Time / Central European Summer Time), excluding statutory holidays. Usually, we respond to tickets submitted through the Private Support Portal within 24 hours. For more information on faster or guaranteed response times, do not hesitate to contact us for Enterprise Support or a Service Level Agreement.

Do you have further questions?

No worries, we will be glad to answer all your questions about the SDKs, our support, or licensing. Just reach out via contact@img.ly.