



Support Fact Sheet

IMG.LY understands the need for qualified assistance when it comes to using third-party solutions, such as our PhotoEditor SDK, VideoEditor SDK or CreativeEditor 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 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 four categories:

1. **Technical questions about your 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. **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.
3. **Non-Technical questions:** Subscription changes, licensing questions, or general product details – we'll be thrilled to answer any questions you may have that are not technical in nature. We'll be happy to make changes to your subscription such as adding features to your current subscription or adding new subscriptions for additional products. Although it would be a pity to see you go, we understand that this can happen

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Tax Office Bochum-Mitte | Tax ID number: 306/5730/1474 | VAT ID number: DE 321 858 469

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sometimes. Therefore, we will also be assisting you with cancellation requests or product downgrade inquiries.

4. **Feature Request:** We are always happy to receive feedback relating to the features or capabilities you would love to see.

How to access Support

All customers and **all trial users** can submit a request through our Support Desk (<https://support.img.ly/>) where no mandatory sign up is required. Here you can also find useful articles on both technical and non-technical topics, resources for product implementation and troubleshooting. If you still feel like you have questions or if there are no search results on your query, you can submit a support request (<https://support.img.ly/hc/en-us/requests/new>).

You may also use our Support Desk widget to contact us if you find it handy. We prioritize technical inquiries from customers. In other respects, we go by order of tickets received.

Our **Enterprise Customers** have the benefit of direct access to our developers, and do not need to submit tickets for issue resolution. Instead, they receive personal assistance with the desired implementation and maintenance via a dedicated Slack channel that is optimized for 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 5:00 pm CET/CEST (Central European Time / Central European Summer Time), including some statutory holidays. We aim for a first-response time to tickets received via our Support Desk to fall within a 24-48 hour period. Enterprise customers receive support within the contractually agreed upon timeframes.

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For more information on faster or guaranteed response times, do not hesitate to contact us for Enterprise Support options.

Do you have further questions?

No worries, drop us a line via our Support Desk request form

(<https://support.img.ly/hc/en-us/requests/new>), or email us at support@img.ly.

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