


# Online Support

ID	STATUS	DATE	ORDER
#49245	In Progress	November 16, 2020 4:45 pm	-
	<b>Fredrik Gronkvist</b>		<i>3 months ago</i>
	My order is estimated to be completed next week in Ho Chi Minh City, Vietnam. Please help me with the following:		
	1. Can you help me book a quality inspection?		
	2. What does it cost?		
	3. Can you also help me check if I filled out Template 4B: Quality Inspection Checklist correctly?		

You can submit a **support ticket** or our team when you get stuck or have questions managing the process using the Project Manager. We normally respond within 24 hours.

## What is a support ticket?

We are not actively managing the process on behalf of our customers. Instead, you must submit a support ticket when you have questions or need help during the importing process. Support is limited based on the number of tickets included in the Asia Import Platform.

## What kind of questions can we ask?

We can answer your questions related to import products from Asia, including these topics:

- Private labeling and branding
- Product development
- Supplier sourcing
- Product regulations, document, and labeling requirements
- Payments and fraud prevention
- Quality control and lab testingShipping, customs, and taxes