Online Support

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 testing
  - Shipping, customs, and taxes