What to do before contacting customer support.

Contact Us · https://www.vinology.com/helping/what-to-do-before-contacting-customer-support/

Things go wrong. We get it. If you need help resolving an issue, please follow these simple guidelines.

1. If you are a current student, make sure your name, mailing address, and email are correct in your account.
2. Make sure to search the knowledge base before asking a question.
3. Formulate a short and simple description of what went wrong. Once you post your question, we'll ask follow-up questions to diagnose this issue.
4. Our staff is vital to us, so anyone who starts a conversation with accusations, insults, or complaints will immediately lose access to free support.