

How to get support

We're proud of the level of service that we offer to our clients across our services. We follow a simple process to allow you to get help with your website:

- Email us at support@imaginaire.co.uk -- this notifies our whole team and opens a support ticket in our system. Please be as specific as possible in your request, we've added a section below to help you provide thorough requests, so that we can resolve them quickly.
- We'll reply within 4 working hours
- If any action is needed from our side, we'll deal with emergencies straight away and other requests within our SLA agreement timeframes

If you need any help whatsoever, please get in touch with us and we'll be happy to help.

Tips for support requests

We work hard to make sure that any support requests are resolved as quickly and efficiently as possible, but that's a team effort. Here are some tips to remember when submitting a request:

- Tell us which page you're on by copying the URL from the address bar of your browser
- Tell us which browser and device you're looking at the website from
- Tell us which screen resolution you're using by visiting <https://whatsmyscreenresolution.com/>
- Tell us what's wrong or what isn't working as you'd expect
- Tell us how you'd expect the element to behave

An example would be:

Hi,

I'm looking at <https://www.imaginaire.co.uk/seo/> on Google Chrome on my laptop. My screen resolution is 1920x1080. The button in the hero area isn't clicking through to anything, I click it and nothing happens. I'd expect it to take the user to the contact us page.

Revision #2

Created Wed, Feb 17, 2021 11:24 AM by Seb

Updated Thu, Jul 3, 2025 9:40 AM by Seb