



**Trouble hearing back from us?** publication date: Mar 28, 2006

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[Previous](#) | [Next](#)  
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In this complicated world of spam filters on the internet, it is impossible to get our replies back to everyone.

**AOL users seem to have the toughest time**, though other email services occasionally put our Ticket replies in their junk mail systems.

While we use one of the best trouble ticket services online, it is not foolproof. In any case, it's more reliable than a traditional email form system.

**If it is not a weekend, and you have not heard back within 24 hours**, then something is wrong. We get back to most folks within 24 hours 99% of the time on weekdays.

***So, you have 2 options.***

1) **You can click REGISTER on our [trouble ticket system](#)**. If you register, then you can check back after 24 hours on the website to see your reply. This way, there are NO email programs or services to get in the way. You simply log in with your chosen email address and password, and check your ticket for a reply. This is the easiest option.

If you already submitted a ticket, you can register, and submit it again. Then, log in after 24 hours to check it.

**NOTE:** The Ticket System IS NOT the same as HerbMentor.com. In other words, you need to register and make a new account. It is not connected to that system. Why? We use the same system for LearningHerbs.com AND HerbMentor.com to make it simple.

**2) You can also "white list" our email address to MAKE SURE we are getting through.**

Our email address is "**support AT herbmentor.com**" (replace the " AT " with the @ symbol of course)

[Link to this page here \(opens in new window\) to see how to do this in AOL, Yahoo, Hotmail and other email programs](#)

You will need to resubmit your ticket after you do this to make sure you get a reply.

*If these fail, give John a call at 425-216-6373, ext. 4.*

You are a valuable person to us, and we want to make sure you are taken care of. Sorry if this seems really complex, but we are doing our best to make a complicated internet simple for our users.

[\*\*CLICK HERE to go back to our Customer Support Center\*\*](#)

&nbsp; [Previous](#) | [Next](#)

&nbsp; [Back to top](#)