

Request a change

How to ask for a change by email, what counts as a small change, how many your plan includes and what we quote first.

Need something changed on your site? Email us. Here is how to ask so it's done quickly, and what counts as a small change.

How to ask

Email hello@zossoz.com. Put the business name in the subject. In the message, tell us:

1. **What to change**, in the exact words if you can. "Change the Thursday hours to 9 am to 4 pm."
2. **Which page** it's on, or paste the link.
3. **Photos or files**, attached or in a shared link.
4. **When you need it by**, if there's a date.

Send several changes in one email, not five separate ones. It's easier to keep track.

What happens next

- We reply within one business day to say we have it.
- We aim to finish small changes within 3 business days, and we write when it's live.
- If your request is outside your plan, we tell you in writing what it would take before we start.

What counts as a small change

A change to text, photos, hours, menus, prices or contact details on a page that already exists, that takes about 30 minutes or less.

Plan	Small changes a month
Launch	Up to 4
Growth	Up to 8
Growth + Voice	Up to 12, handled first

Unused changes don't roll over to the next month. We count what we've done in your monthly note, so you always know where you are.

What's not a small change

New pages beyond your plan, a second language for the whole site, an online store, a booking system built from scratch, photography, logo or brand design, and moving content from more than five pages of an old site. We quote these in writing before we start. Nothing is billed unless you say yes to the quote.

Fixes are different. If something is broken, or something we did is wrong, that's a fix, and it doesn't count against your small changes.

In a hurry?

Write "Urgent" in the subject. A closure notice always goes up first, even when your changes for the month are used up.

You can also do it yourself

You have your own login to your site editor for changing text, photos, hours and menus. If you'd like us to show you, ask. It takes about two minutes.

Need a hand?

Email hello@zossoz.com with your business name, the page, and what you'd like done, and we'll take care of it. We reply within one business day.

Related guides: What your monthly plan includes · Send us photos and files · What to do if something looks wrong · Ask for a new page

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