

What to do if something looks wrong

How to try once more, what to send us (screenshot, page link, device) and the difference between a fix and a change.

A wrong hour, a broken button, a page that won't load. Most problems have a quick fix. This is how to get us the information we need to find it fast.

Steps

- 1. Try once more.** Refresh the page. Then try on a different phone, or switch from wi-fi to your phone's data. Sometimes the problem is the connection, not the site.
- 2. Take a screenshot.** Or write down the page address, what you expected to see and what you actually see.
- 3. Email hello@zossoz.com** with the page link, the screenshot, what device and browser you used (a phone, a laptop) and the time you noticed it.
- 4. Write the problem in the subject.** If the whole site is down, or your contact form has stopped working, write "Site down" or "Form not working". We'll look at it first.

What we do next

We check the page ourselves on a phone and a computer, find the cause and fix it. We write back to let you know what we found and when it's done.

Fixes versus changes

If something stopped working, or something we did is wrong, that's a fix. It doesn't count against your small changes for the month. If the problem is that something on the page needs updating, like a new price or the wrong hours, that's a change.

Common ones

What you see	What to try
An old price or hours	Refresh. If it's still wrong, send us the correct ones
A photo missing or stretched	Tell us which page. We'll fix the crop
A button goes nowhere	Send us the page and the button's words
Form messages aren't arriving	See Where your form messages go
Can't log in to your editor	See Log in to your site editor

Good to know

- If you or someone on your team edited the page recently, tell us. It helps us find the cause.
- If you think someone else got into one of your accounts, change that password right away and tell us. See [Keep your logins safe](#).

We'd rather hear about a small problem early than a big one late.

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. See [Request a change](#).

Related guides: [Request a change](#) · [Where your form messages go](#) · [Log in to your site editor](#) · [Keep your logins safe](#)

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