

Where your form messages go

Where contact form messages arrive, what we do with them and what to check if one seems to be missing.

When someone fills in the contact form on your site, the message goes to you. Here is where to find it, what to expect, and what to do if one seems to be missing.

Where messages arrive

- **In your email.** Each message is sent to the email address you gave us when you filled in your form. It usually arrives within a minute or two. Check your spam or promotions folder the first time. If the first one lands there, mark it as "not spam" so the next ones come through.
- **In your site editor.** Your editor also keeps a list of form messages, with the date and what the person wrote. Look for a section called **Forms**, **Form messages** or **Submissions**. Your editor may word it differently.

The message includes whatever the form asks for, usually a name, a phone number or email and what the person needs. To reply, use the contact details they gave you.

What we do with them

Each month we send a test message through the form to make sure it reaches you. We use the messages only to run your site. We don't sell them or use them for anything else.

If a message seems to be missing

1. Check your spam or junk folder.
2. Search your inbox for the word "form" or for the name of your site.
3. Check the form messages list in your site editor. If it's there but not in your email, the email address may need a fix.
4. Send a test message through the form yourself, then wait five minutes.
5. If it still doesn't arrive, email hello@zossoz.com with the time and what the person wrote if you know it. We'll look at it first.

Good to know

- A reply to a form message goes from your own email, not through the site. Reply quickly and warmly.
- A form that gets very few messages isn't always a problem. It depends on your business and the season. If you're worried, tell us and we'll check that the form works.
- To send messages to a different address or to more than one person, see [Change who gets your form messages](#).

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: [Change who gets your form messages](#) · [What your contact form asks for, and why](#) · [What to do if something looks wrong](#) · [Update your phone number or address](#)

More guides: [the Zossoz Help Center](#) · [Questions?](#) Email hello@zossoz.com