



## ExceedCE's Support Policy

ExceedCE is an online continuing education school created **by** real estate professionals **for** real estate professionals. Our dedicated team is committed to resolving your inquiries promptly.

### Support Hours

9am – 5pm Monday – Friday

Time varies during holidays

### Methods of Contact

Technical Support: [support@exceedce.com](mailto:support@exceedce.com)

General Inquiries: [info@exceedce.com](mailto:info@exceedce.com)

Phone: 415-885-0307

### Response Time

We respond within 48 hours Monday – Friday PST

### User Expectations

Please provide accurate & detailed information.

Please follow suggested resolutions before following up with us.

### Customer Support Exclusions

We are not responsible and cannot fix hardware issues not related to the platform, network connectivity, other areas outside of our control.

### Escalation Procedure

For complex issues that can't be readily resolved, we'll strive to provide a temporary solution while communicating timely updates. We appreciate your patience.