**HOW DO I CONTACT THE GROW NETWORK?**

**Q: What is your phone number?**

**A:** 877.799.3878

**Q: What is your email address?**

**A:** happiness@thegrownetwork.com

**Q: What is the best way to reach you?**

**A:** We are a very small company and we want to be sure to give you the individualized attention that you deserve. Though our phone number is listed, email is the most efficient way to reach us.

**Q: Do you have real time support?**

**A:** Yes! Look for the HELP option in the bottom right corner of our webpage. When selected, you will see a chat now option available when our Customer Service Director is online. If that option is not available, email [happiness@thegrownetwork.com](mailto:happiness@thegrownetwork.com) and you will be promptly responded to.

**Q: How long does it take to obtain a response?**

**A:** Please allow 48 hours for a response. However, typically, you will hear back from our Customer Service Director within 24 hours.

**Q: It’s been more than 48 hours with no response. What should I do?**

**A:** Please double check that you sent the email to [happiness@thegrownetwork.com](mailto:happiness@thegrownetwork.com). Double check your spam and junk folder too. Often these emails back from us will land there. To avoid this, add our email address to your approved email address list. Send the email again if you have not heard back within 48 hours.