

What is the best way to get an update on my products/order?

group: Designing & Sourcing Products

Contacting your supplier in the Creator Hub is the best way to get updates on your products. You should be frequently communicating with your suppliers throughout the process so that everything turns out just the way you want it to.

At this time, we do strongly recommend keeping all communication with your suppliers on-platform. We have created an integration with Zoom that allows you to schedule video calls directly within the Creator Hub! Additionally, all correspondence should also trigger an email notification to you, so that you are always up to date on your supplier communication throughout your journey.

Please always do your best to clearly communicate your needs with your supplier(s) and confirm production and shipping timelines, so proper expectations can be set.