

General: I am expecting an email from you and I have not received one. What happened?

Generally we respond to emails swiftly. Remember to provide us a valid email address, and to ensure that you can receive email from us. In other words make sure that your junk mail or spam filters do not think that email from us is unwanted or you may not receive it. On occasion we have responded to requests and have been unable to get through requesters protection. Make sure that you can receive email primarily from music (AT)note-perfect.com (or just the note-perfect.com domain)

Check list

- Make sure you provide a valid and contactable email address. Sometimes people have spelled their address incorrectly, or the email domain. incorrectly spelled email address's cannot get to their destination, or go to another destination if the mis-spelled address exists somewhere else.
- Make sure that you can receive email from the note-perfect.com domain.
- Make sure that you have added us to any auto-response,filtering devices you may have because they send requests for us to verify,
- Make sure that you have added us to any spam and junk mail and our spam protection often sees something with a link in as spam, and it is unlikely that we will know who you are.

- if you are expecting a response from us, it is reasonable that you add us as trusted to your spam/junk filters/software. On occasion we have had to jump through hoops to get an email through, please however, do not expect us to do that.

Sometimes we have phoned clients to give assistance when we feel it is particularly important to do so, but if there is no telephone number in the client area which you completed when you registered, we cannot do so.

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