



# NEED HELP?



## CONTACT BLZ DIRECTLY

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### START WITH THE SUPPORT DOCUMENTS

Please read the BLZ Support Guide first. It explains how different file types are intended to be used.



#### DIGITAL FILES

No cleaning required. They are delivered for digital classroom use.



#### PRINT-BASED PDF FILES

WILL show the BLZ digital watermark on-screen and on the first printed master. Follow the Support Guide steps to create clean printed classroom copies.



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### SUPPORT IS REAL, BUT NOT INSTANT

BLZ is operated from California, U.S.A. Time zones, school hours, and sleep hours may affect response time.



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### PLEASE EMAIL FIRST

If something is unclear or not working as expected, contact:



[bilinguallearningzone@gmail.com](mailto:bilinguallearningzone@gmail.com)

I'm happy to help!

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### USE THE 24-HOUR REVIEW WAIT TIME

TpT requires a 24-hour waiting period before a review can be posted. That waiting period gives time to contact BLZ for support.



Need help?



Use the 24-hour wait time.



Contact BLZ for support.

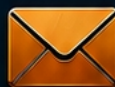
5

### A FAIR CHANCE TO HELP

In some cases, the first notice I receive about a concern is the unfavorable review itself. **Please provide me a fair chance to resolve the issue first.**



Issue



Contact BLZ



Let's Resolve It Together

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### REVIEWS ARE APPRECIATED

Once the issue is resolved, honest reviews are always appreciated and help other teachers.



[BilingualLearningZone@gmail.com](mailto:BilingualLearningZone@gmail.com)