

Email Communication Issue.

If you have not received a response from BII within one week, please take a moment to check all of your email folders, including your Spam/Junk and Quarantine folders. We also recommend reviewing your email server settings to make sure that messages from BII are allowed through and can be delivered to your inbox.

A few settings to check:

1. Log in to your email account or email administration portal.
2. Review your:
 - Mail filters and filtering rules
 - Blocked senders
 - Safe/approved senders
 - Security and email protection settings
 - Image or content-blocking settings
 - Spam and virus protection settings
3. In particular, please check how your email server handles suspected spam or virus-related messages. Occasionally, legitimate business emails may be mistakenly identified as spam or a security threat and may be quarantined or deleted automatically.

To help ensure that you receive our responses without interruption, please make sure that your email server allows emails from BII and does not automatically block, quarantine, or delete them.

Thank you for your interest in BII Products. We look forward to assisting you.