

Customer Support Helpdesk

At eWarna, we strive to provide you with the resources you need when using our software. We also provide a variety of ways for you to contact our Customer Support staff whenever you need help.

E-mail Support

You may write directly to support@ewarna.com for any queries on our software and services. We will response to you via e-mail or other means of communication channel within 24 hours, if not earlier. An auto-generated response will be sent so that you know your message has reached us safely and your queries will be attended to shortly.

Toll-Free Helpdesk

We have also set up a toll free helpdesk to answer all your technical enquiries. With effect from March 15, 2004, this service is available to all existing and new customers for a trial period of 90 days, absolutely free of charge!



Country	Toll Free Number	Operating Hours*
China	10 800 60 00024	8:00am to 6:00pm
Hong Kong	800 933 994	8:00am to 6:00pm
Macau	800 593	8:00am to 6:00pm
Thailand	1 800 060 023	7:00am to 5:00pm
Singapore	800 6011 306	8:00am to 6:00pm
Indonesia	001 803 60 6247	7:00am to 5:00pm
India	000 800 600 1110	6:00am to 5:00pm
Japan	0044 2260 2118	9:00am to 7:00pm
Philippines	1 800 1601 6345	8:00am to 6:00pm
Taiwan	00 801 60 1279	8:00am to 6:00pm
South Korea	00 798 601 8282	9:00am to 7:00pm

* Except public holidays in Malaysia.

For countries not listed here, please contact 60 6 317 1333 for assistance.

Get in Touch with Us

If you would like to discuss any areas where eWarna can assist your company, feel free to contact your nearest eWarna office:

UNITED STATES

Tel: + 1 770 363 1524
Fax: + 1 770 518 6933
Email: ray@ewarna.com

EUROPE

Tel: +44 (0)1625 572 284
Fax: +44 (0)1625 572 284
Email: info@ewarna.com

CHINA

Tel: +86 (0)21 6418 3925
Fax: +86 (0)21 6422 2591
Email: ivy@ewarna.com

HONG KONG

Tel: +852 2123 5915 / 6
Fax: +852 2123 5917
Email: jeff.leclercq@ewarna.com

PHILIPPINES

Tel: +63 917 8301591
Email: maricar@ewarna.com

THAILAND

Tel: +66 (0)6 323 2068
Fax: +66 (0)2 466 9867
Email: roongrat.wangyao@ewarna.com

MALAYSIA

Kuala Lumpur
Tel: +60 (0)3 2161 8333
Fax: +60 (0)3 2162 2993
Email: info@ewarna.com

Malacca

Tel: +60 (0)6 317 1333
Fax: +60 (0)6 317 1993
Email: info@ewarna.com