

# Q&A

## Resource for Brands

This guide compiles common questions from creators **across 5 themes**:

**Communication** **Content** **Logistics** **Platform & Tech** **Brand Relationship**

to help brands respond faster and more clearly through the Skeepers platform.



### Communication

#### Can I DM you on Instagram about the campaign?

For consistency and faster response, we kindly ask that all communication happen directly on Skeepers. That way, we can keep everything organized and ensure nothing is missed.

#### I didn't get a reply—did you see my message?

We're catching up on messages and appreciate your patience. Rest assured we've received it and will respond shortly via the Skeepers platform.

#### Can I be added to your next campaign?

We'd love to work with you again! While we can't guarantee selection, make sure your profile is up to date and keep an eye out for invites from us via Skeepers.

#### Can you confirm when my content is approved?

Once your content is reviewed and complies with guidelines, it will be marked as approved on your orders tab.



### Content

#### What if I don't like the product after trying it?

We always want creators to stay authentic. If the product wasn't a fit, feel free to share with us your feedback, and we'll figure out a solution to avoid delays and credit lost.

#### Can I add my own creative spin to the post?

Absolutely! We encourage creative freedom—as long as the post aligns with the campaign brief and key brand messages, we love seeing your personal touch.

#### I posted but forgot to use the right tags—what do I do?

No worries! You can always edit your caption and use the right tags, or even repost if needed. Feel free to reach out to the Care support.

#### I noticed my content is being used in your marketing, but I didn't give permission for that. Can you take it down?

Thanks again for creating such great content — it really stood out, which is why we featured it! When you joined the campaign via Skeepers, you accepted their Terms & Conditions, which include allowing participating brands to reuse content for marketing (both organic and paid).

This is a common part of creator collaborations and helps your work reach even more people. You can always revisit the full terms here: [Skeepers Contributor Terms](#)



### Logistics

#### I still haven't received my product. Can I get a new one?

If it's been over [X] days since shipping, please message us. We'll check with the courier and explore resending if necessary.

#### My submission deadline is today but I just received the product.

Thanks for flagging this. We'll extend your deadline so you have time to create quality content. Please upload your post as soon as you're ready. If your order is already expired, please contact the Care support.

#### The product arrived damaged. What should I do?

We're so sorry to hear that! Please send us a photo of the damaged item on Skeepers so we can investigate and resolve this for you.

#### I'm sick/on holiday and can't submit on time—what now?

Life happens! Please let us know and we'll try to accommodate a short extension where possible. Your communication helps us plan better.



### Platform & Technical

#### I'm having trouble uploading my content—what should I do?

Try refreshing the page or switching browsers. If it still doesn't work, contact the Skeepers Care Team directly from the Help Center.

#### I don't see my order on my to do list - did it disappear?

Orders expired when the deadline has passed. If you were approved but didn't post, your credit may have been lost. Please reach out the Skeepers Care Team if you'd like an extension.

#### Can I participate in more than 5 campaigns at once ?

Not at once, but every time you complete a campaign by submitting content, you can get your credit back and after you can apply for a new one. It's our way of keeping things fair and active.

#### Can I change the social account linked to my profile?

Yes, but please reach out to the Care Team to unlink your current account before connecting a new one.



### Brand Relationship & Feedback

#### How did my content perform? Can I get feedback?

While we don't always share performance stats, feel free to message us for general feedback. We'll let you know if we reused or boosted your content!

#### How can I increase my chances of being selected again?

Consistent content quality, timely posting, and clear communication really stand out. Brands often favorite top creators for future campaigns!

#### I loved working with your brand—can we collab again?

We loved working with you too! Make sure your profile stays active, and we'll reach out when our next campaign is a good match.

#### Why wasn't I chosen for this campaign?

Every campaign has different goals, timelines, and targeting. Don't take it personally—there will be plenty more opportunities ahead.