

# Office information & Contact information

## Office information & hours:

- 98C Rue de l'Évêché, 13002 Marseille, France
- Phone: +334 65 95 04 59
- Open 9AM-5PM CET, Monday-Friday:

<https://www.timeanddate.com/worldclock/france/marseille>

- ProTubeVR observes all French Public Holidays: <https://publicholidays.fr/2025-dates/>
- Orders are fulfilled and e-mails checked during office hours only.
- Orders are ship within 1-2 business days from time of placing order.
- Average response time for e-mails and support tickets is within 1 working day.

## E-mail addresses:

- Customer support: [support@protubevr.com](mailto:support@protubevr.com)
- Business & marketing (including Content Creators, E-sports, Affiliates, Arcade, etc.): [business@protubevr.com](mailto:business@protubevr.com)
- Defense & armed professionals: [defense@protubevr.com](mailto:defense@protubevr.com)
- Other contact: [contact@protubevr.com](mailto:contact@protubevr.com)

Note: the time it takes to ship orders and respond to e-mails and support tickets increases during the holiday season.

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