

# General Terms & Conditions

You should read carefully the following **Terms and Conditions**. Your purchase of our products or usage of our services implies that you have read and accepted these **Terms and Conditions**.

## General

We grants you non-exclusive limited license to use the products sold through our web site, byjoomla.com, in accordance with these **Terms and Conditions** (the “license”) issued by our company. Here, the term “product” includes templates and Joomla add-ons such as component, module, mambo or a combination of them.

## Limited usage granted

You have the right to use each purchased copy of our product only on one (sub-)domain if you purchased as single domain licenses pack. For example, **test.byjoomla.com** and **byjoomla.com** are 2 difference (sub-)domains. If you purchased a unlimited domain license, you can use the product on as many domains as you want.

## Modifications

- You are authorized to make any necessary modification(s) to our products to fit your purposes (Free products are available for only non-commercial purposes)
- You may not redistribute or release and modifications as GPL or otherwise unauthorized use.
- You may not store any of our products, modified or unmodified, on a diskette, CD, DVD, website or any other medium and offer them for redistribution or resale of any kind without prior written permission from byjoomla.com.
- You may not sub-license, assign, or transfer your license to anyone else without our permission.
- If you want to have exclusive rights on any of our products, please contact us through this website.

## Updates

- All our products are designed for the latest version of Joomla at the time of product’s release.
- We do not give any guarantee, that products will be updated to be compatible with new version of Joomla at the moment of it’s release. In most cases, Joomla’s back-compatibility works and there shouldn’t be any problems with the compatibility

## Ownership

- You can not claim intellectual or exclusive ownership to any of our products, modified or unmodified. All products are property of byjoomla.com.
- Our products are provided "as is" without warranty of any kind, either expressed or implied.

- In no event shall our juridical person be liable for any damages including, but not limited to, direct, indirect, special, incidental or consequential damages or other losses arising out of the use of or inability to use our products.

## **Use of Content**

- You acknowledge that byjoomla.com contains material which is protected by copyright, trademark or other proprietary rights.
- You may not transfer or sell, reproduce, create derivative works from, distribute, or in any way exploit any of the content in byjoomla.com.
- If you want to have exclusive rights on any materials published here, please contact us through this website.

## **Payments**

- [2Checkout, Inc.](#) is an authorized retailer of byjoomla.com. We have chosen this retailer as the most reliable and comfortable for our customers.
- We accept payments from credit card through payment gateway 2CheckOut.com, which accepts almost all kind of credit card. You make payment through secured link for each product or service.
- You can use PayPal as an alternative method of payment. In this case, we will send you email address where you can send money from your PayPal account.

## **Delivery**

- After we successfully received full payment for the product, you will be able to download our pro product. From this time on, you can re-download your purchased product at any time with your registered email and password.
- If after several 1 hour from the successful payment, by some technical problem you could not receive an email with download link, contact us through this website. We will find another way to send you the product.

## **Support**

We are committed to providing you the best possible support for all our products. There 3 levels of support we provide.

### **Support Forum**

In support forum we do provide support only for our free products and only if the product is in original non-modified condition. Our commitments on Support Forum are:

- Provide support on matters related to product's exploitation and possible malfunctions.
- Do our best to give an answer within 24-48 hours, but on guarantee thought.

### **Dedicated Support**

Dedicated Support is freely available for everyone who bought the PRO version of our products.

Our commitments on Dedicated Support are:

- Provide support in private Helpdesk Ticket system
- Provide support on light product's modifications such like little CSS code tweak.
- Be ready to access to customer's website back-end to investigate and resolve the issue.
- Provide support even if product was slightly modified by customer.
- Guarantee 24 hours response time.

## **VIP Support**

VIP Support is paid support for users who are new to Joomla and who want quick support. Here are benefits you get when buying VIP Support:

- Get support even if the product was heavily modified.
- Get support for all questions related not only to the product, but also to your Joomla configuration (3rd party extensions are not included).
- Get support for all questions related to the product core modification to match your requirements.
- Get technical recommendations, tips, hints related to Joomla administration.
- Get support in very short time. The guaranteed response time is 10 hours.

VIP Support is available for purchase only for customer who bought some of our products. We want our customers to make sure that his case requires VIP Support before buying. Please contact us if you require VIP Support package.

## **Return Policy**

Since our company is offering non-tangible irrevocable goods we do not issue refunds after the product is shipped, which you are responsible for understanding upon purchasing. Please make sure that you've carefully read all relevant documentation and tried out the demo. We only make exceptions with this rule when the product appears to be not-as-described on a case by case basis in agreement of the parties concerned.

We highly recommend you to test thoroughly the product you intent to purchase.

## **Disclaimer**

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## **Additional terms and conditions**

Please read our additional terms and conditions (included in each download pack) for further information regarding particular products