

Purchased Membership but won't let me download

Posted by Taz Zarkin - 25 Jun 2012 15:27

Why doesn't it work?

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Re: Purchased Membership but won't let me download

Posted by David Hoang - 25 Jun 2012 15:29

Dear Taz Zarkin

You can download templates from us

Please go to Joomla -> Downloads -> Joomla Template Club to download

Thanks

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Re: Purchased Membership but won't let me download

Posted by Taz Zarkin - 25 Jun 2012 18:58

David Hoang wrote:

Dear Taz Zarkin

You can download templates from us

Please go to Joomla -> Downloads -> Joomla Template Club to download

Thanks

I don't want templates. I want the Commerical Joomla extensions. That's not included in the membership?

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Re: Purchased Membership but won't let me download

Posted by David Hoang - 25 Jun 2012 20:00

Yes, you need to join to JTC-Dev to download commercial extensions

Thanks

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Re: Purchased Membership but won't let me download

Posted by Taz Zarkin - 25 Jun 2012 20:12

David Hoang wrote:

Yes, you need to join to JTC-Dev to download commercial extensions

Thanks

That's what I thought I was joining. I clicked the link from a Joomla extension page, not a template page.

So, basically this means I'm screwed out of \$60? I can't just be switched to the right subscription plan? I didn't download any templates. I don't want any of them.

Sorry to sound upset, but the response I'm getting is really poor customer service.

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Re: Purchased Membership but won't let me download

Posted by David Hoang - 25 Jun 2012 20:17

Dear Taz Zarkin

We are always here to support you. If you want to use extensions only, you can purchase with single product or join to JTC-Dev

We will send money again for JTC-Business to you

Hope it helps

Thanks

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