

Purchased JTC Dev and can't download!!!!

Posted by Dean Williams - 06 Jul 2012 07:03

I have had extensive problems with your site today.

1st your not clear at all about what your getting in regards to extensions!

After purchasing the jtc business package which it looked like it came with all the extensions, I came to the forums here and found it does not, then I found it on the order page not marked clearly.

I put in a support ticket basically asking for help on this and how can I pay more without losing my original money I spend. There has still hasn't been any response to that ticket.

I then decided I will go ahead and purchase the jtc dev package, which I did and everything went through fine on my end. However when I go in an try to download from that it doesn't allow me. It is marked clearly on your site that I can start downloading in 3 minutes!

Since then I've had to create 2 other support tickets 1 for a refund of the orginal order, and a second cause I can't download anything.

Lets go guys, this isn't "rocket surgery"!

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Re: Purchased JTC Dev and can't download!!!!

Posted by David Hoang - 06 Jul 2012 14:30

Dear Dean Williams

I am sorry for this late. It is morning from us and we start working now

I checked your tickets and refund JTC-Business for you

Also, i added you to JEC-Developer to download extensions. Please kindly check again

Hope you understand now

Thank you very much

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Re: Purchased JTC Dev and can't download!!!!

Posted by Dean Williams - 06 Jul 2012 15:23

David,

Everything is working as expected now. Sorry I jumped the gun, didn't enter into my mind that you guys were in a vastly different time zone. I hope tomorrow I will get a chance to download and try out the extensions.

Again thanks for your assistance in resolving the matters.

Dean Williams

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