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## Installation failed, money refund

Posted by Silvia2506 - 2009/03/22 04:12

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Hi

Yesterday I purchased Air Smart Content Image Pack. I've tried to install it several times but it failed (we're working with Joomla 1.5.3). The folder "mod\_arismartcontent" e.g. on our server is still empty.

I'm unable to generate the full license code and I can't insert the testing license on the backend.

I've tried everything and wasted a lot of time.

I'd rather cancel the whole thing and have my money back

King regards

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## Re:Installation failed, money refund

Posted by admin - 2009/03/22 04:45

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Hello,

It seems that /plugins/content and modules folder don't have writable permissions. You can provide access to your Joomla backend and FTP by email and we can help you with installing the component, but we can provide refund if it isn't suitable.

Regards,  
ARI Soft

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