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## How do we get a refund?

Posted by elamedia - 2010/05/25 08:17

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Hi,

I would like a refund of the smart content i purchased, how would one go about getting a refund back to my paypal?

I have not got a production licence live yet so there should be no problem for a refund.

Regards

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## Re:How do we get a refund?

Posted by admin - 2010/05/25 08:28

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Hello,

What is the reason for refund?

Regards,  
ARI Soft

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## Re:How do we get a refund?

Posted by elamedia - 2010/05/25 08:35

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Hi and thanks for your reply.

First the component does not work with my current template, the jquery breaks my site.

Also it seems the code used it not very SEO friendly.

I do not have the time to mess around with the code to fix the JQuery so there i would like a refund back to my paypal please.

Kind Regards  
Alex

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## Re:How do we get a refund?

Posted by admin - 2010/05/25 08:39

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If you provide link where we can see this issue, we'll help fix it. Probably your template uses MooTools javascript library and that fix conflict between MooTools and jQuery, open 'ARI JQuery Loader' plugin settings page and set 'No conflict' parameter to 'Yes'. What code isn't SEO friendly? The most of plugins create HTML markup (for example accordion, tabs and other) and then add additional functionality with help javascript, this is correct way for SEO.

Regards,  
ARI Soft

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## Re:How do we get a refund?

Posted by elamedia - 2010/05/25 10:00

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Hi,

ok i have to say this is working perfect now :)

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Your support level is fantastic and very fast.

One question i have, i would like to use these content plugins etc on other sites, what sort of discounts do you offer? if any!

I would have to pay 25.00 UK pounds to use one or two of the plugins.

Regards

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## Re:How do we get a refund?

Posted by admin - 2010/05/25 10:03

You are welcome. If you have any questions or problems, you can contact us without problem, we always open for our customers and ready to help.

PS: Regarding discount, you can contact us by email that discuss this question.

Regards,  
ARI Soft

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