
Where is the license key?

Posted by danivers - 2008/08/26 14:04

After purchasing your ARI Quiz software yesterday, I was given absolutely no clue as to how I was supposed to receive the product. Nothing in the confirmation email mentioned anything about how or where to download, or how long it would take to process my order. I was basically in the dark as to what was going to happen next.

This morning, I received the email with the download link. Great. Thank you.

But after installing the component, now I'm getting a license key request. Where is this license key? Why was it not included with the component or the download email?

So who is the idiot here? Am I the stupid one (always a possibility) because I somehow missed the license key, or are you guys simply incompetent or maybe you enjoy fucking with your customers? I purchased this product based on the positive reviews. I would like to know how much you paid those people, because my experience so far has been frustratingly miserable.

Please do whatever you have to do to allow me to use this product which I paid for two days ago. Tonight, I will call my bank and initiate the charge back process and file a formal complaint against your company with the appropriate consumer organizations. With zero feedback from you, what choice do I have. You took my money and failed to deliver the product. What would you do?

=====

Re:Where is the license key?

Posted by admin - 2008/08/26 14:22

Hello,

Sorry for the delay with download link, we've been experiencing some technical problems. We've sent you the license key 8 hours ago - please check your email. Probably yahoo mail considered it as spam or something. We've sent this information for you again a minute ago.

We understand your position - but please just check your email and make sure the letter with license is there for several hours.

ARI Quiz component is purchased by dozens of customers and we have not paid them for their reviews and feedback.

After you apply the license key and look at the product - if you want a refund we will be happy to provide it to you, just ask.

Regards,
ARI Soft

=====

Re:Where is the license key?

Posted by danivers - 2008/08/26 14:33

Thank you for the quick response. I'm starting to feel a little better about my purchase. But I still have not received the email you mentioned. Checked my junk, checked my trash, and there's nothing from ARI Soft or anything referencing a license key.

All the other emails from ARI Soft are coming through no problem, including the "new post notification" from 5 minutes ago, but still no license key. Any idea what the problem could be?

Thanks again.

=====

Re:Where is the license key?

Posted by admin - 2008/08/26 14:45

We've just sent new letter to you from our gmail account. If you have not received it could you please provide us any your email other than yahoo mail?

Regards,
ARI Soft

=====

Re:Where is the license key?

Posted by danivers - 2008/08/26 15:12

OK, I got it. Thanks. I really appreciate the quick reply.

I also tracked down the original you sent. Somehow, it was dated 1/18/38 and I had to dig through a bunch of other similar emails to get to it. Must be a problem with Yahoo mail. I have at least 50 emails, all with the same screwy date. I'll take the issue up with Yahoo.

Apologies for ever doubting you. The product seems really well designed, and I can't wait to use it. I feel much better now about future purchases with ARI Soft.

Thanks again for the excellent customer service. The purchasing system still seems to need a little more tweaking to give customers a little more info about what to expect, but the quick reply from you certainly makes up for the initial confusion.

=====

Re:Where is the license key?

Posted by teachen34 - 2008/08/26 18:16

all i have to say, is it will all get resolved. they have been great. I am in california I think one of the issues is that they start working at 11:00 at night and finish like 10am.. my time, So they may be in another country, or they like to work through the night. I had an issue with the license key myself, and i gave them access to my joomla site under admin, and they fixed the issued with in seconds. If you aren't getting a response it's because they aren't in the office, but seriously, i was frustrated myself until i realized they were working during these times. Be good to them, they really do have good customer service.. Your problems will get resolved fairly quickly and easily

=====

Re:Where is the license key?

Posted by danivers - 2008/08/26 18:26

Thanks, but we're all good. Like I said the system is a little frustrating, but the actual people involved have been extremely fast and helpful. I was really worried at first, but can only say good things about ARI Soft's customer service. They're great. I will make future purchases without hesitation after my experience with them today.

Also, after using the software for about an hour, I can't stress enough just how cool this component is. My install went smooth, and the program seems rock solid. This is by far the best joomla component I've ever used as far as stability and ease of use is concerned.

I've wasted a lot of money on junk plug-ins that turned out to be more trouble than they were worth, but ARI Quiz is definitely money well spent. It's nice (and rare) when something actually works the way it's supposed to. I am anxious to see what these guys come up with next.

Thanks again.

=====

Re:Where is the license key?

Posted by admin - 2008/08/27 09:20

Thanks for your warm words and sorry for inconvenience in the initial part of purchase. We are working on fixing this issue.

We really want to make the process and the products better and that's why we appreciate customer's feedback.

Regards,
ARI Soft

=====