

Subject: Request #2550100: How would you rate the support you received?

Date: Fri, Nov 12, 2021 at 17:03

From: "Envato Market Help" <market@help.envato.com>

To: "Info" <info@bicode.eu>

##- Please type your reply above this line -##

Hi Info,

We want to make sure you're happy with our customer service. Please let us know by answering one quick question below:

How would you rate the support you received?

[Good, I'm satisfied](#)

[Bad, I'm unsatisfied](#)

Thanks!

Here's a reminder of what your ticket was about:

Gustavo (Market)

Nov 9, 2021, 2:37 GMT+11

Hi Gerald,

I have news from the Author. They showed me you have created 3 identical support topics on their support forum and all 3 have been replied. They also checked your Purchase Code 829797bc-2981-4481-a70c-8457bc6ff052 and it is not registered to any website so you should not be having any issue to activate it.

If you are still having issues and you do not wish to discuss them on a public support forum, they mentioned you can use the contact for in this link: <https://themeforest.net/user/muffingroup#contact>.

Please let us know if you have further questions.

Best regards,

Gustavo

Customer Success Officer
Mexico (GMT)



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Gustavo (Market)
Nov 6, 2021, 7:25 GMT+11

Hi Gerald

Thank you for reaching out and appreciate your patience.

i have contacted the Author in your behalf and I will keep you updated.

Best regards,

Gustavo

Customer Success Officer
Mexico (GMT)



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Info
Nov 5, 2021, 23:20 GMT+11

I bought Be Theme WordPress Theme
I try to ask something to Be Theme Helpdesk.
When i check on their side, my purchase code (the one i bought on Themeforest) is not recognize.
And so, i can t ask a new one, despite my payment proof... I already ask 2 times to BeTheme author without answer. But i only have one month left for their support. Where is error, did you sell me wrong code ?

Attachment(s)

[Last Message on BETHeme 5 nov. 21.png](#)

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