

Subject: Re: Re: Re: Purchase code - BE Theme 2550100 2576322  
2591686  
Date: Tue, Jan 18, 2022 at 01:31  
From: "Jovani (Envato Market Help)" <market@help.envato.com>  
To: "Info" <info@bicode.eu>

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

Your request (2591686) has been updated. Please reply to this email to add your comments.



**Jovani (Market)**

Jan 18, 2022, 11:30 GMT+11

Hi Gérald,

As a reminder, the only thing we will be able to do regarding item support is contacting the author for you. When it comes to item specific support or issues, we recommend you contact the author of the item and request more information, as they will have far greater knowledge of their own item(s). The authors are the sole proprietor of the items and are responsible for providing support for the customer with issues as mentioned in their support guarantees.

If the author does not respond to a support request or you are still having issues even after support has been given, you may want to consider a refund request. You can submit a refund request here:  
[https://themeforest.net/refund\\_requests/new](https://themeforest.net/refund_requests/new).

Let me know if you need assistance with anything else.

Kind regards,

Jovani  
Customer Success Officer L2  
(GMT-05:00) Mexico



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