

Support Services

When you buy Etsy Integration for WooCommerce, you are entitled to receive support long as as your licence is active.

1. Basic Support for Etsy Integration for WooCommerce holds a duration of one year from the date of your purchase. For extending the support over one year, you can:
 - Renew the old license.
 - Purchase the priority support access.
 - Purchase a new licence.
2. Requests for additional new features in the integration are strictly subjected to the development feasibility and the need of the feature in the market.
3. Customization of our plugin by you or by any 3rd party (other than CedCommerce) violates the support service on our product.
4. Any issues will only be fixed if you have a valid active license.
5. We only support the standard code of WordPress and the WooCommerce plugin. The core functionality of the plugin will only malfunction if you have tweaked/customized the standard code of the WordPress and WooCommerce plugins.
6. Updates are included for free for one year. If you have a valid and active license, and the plugin supports it, updates will be delivered automatically from the WordPress dashboard. If your plugin does not support automatic upgrades, then updates will be made available to you or installed manually by us upon request.
7. All Support questions will be answered in around 1-2 business hours from the initial contact.

What kind of Support we offer?

Our support includes basic bug fixes and responding to questions or problems regarding the plugin and its features.

1. Issues that clearly indicate a discrepancy between the way the plugin behaves on your WordPress site and as stated in the documentation will be treated as a bug.
2. Compatibility with third-party plugins is not considered a bug, as we cannot guarantee that our plugins will work with all available WordPress/WooCommerce plugins
3. Changes with respect to altering the behaviour of the plugin to add a new feature will be considered customization and are not considered as part of Product Support.

Note: You need to have an active license to avail of Product support.