Envato Market Item Support Definition and Guidelines For Buyers

Introduction to item support from authors

Authors on Envato Market really want buyers to be happy with their items and usually provide thorough documentation, live previews of the items, FAQs and much more.

These resources ensure they can spend as much time as possible doing what they do best — creating great new items or keeping their existing items up-to-date. **Before you ask an author for help or support, please read the documentation (included with the downloaded item) and any additional information available on the item's support tab to see if that answers your question**.

While authors are not *required* to provide any additional support, many choose to do so, and we clearly mark supported items during the purchase process. The following guidelines only apply to items which are marked as supported by the author.

What is expected from authors of supported items

Answering questions about the item's included features and functionality
Authors of supported items are required to answer questions and provide information on how to use or technical questions related to the built-in functionality and features of their items as advertised on their item pages or in the documentation provided. Please also read "What is not included in item support" and "Fair-use of support guidance" below.

Fixes for bugs and reported issues with the item
If the item is not working in a way that is preventing you from using it as advertised, it may contain a bug or other issue. Authors are required to fix bugs and reported issues of this nature to keep their items in good working order. It can take several days to properly reproduce, fix, test, review and release an update to fix a bug.

Updates to ensure ongoing compatibility and patch security vulnerabilities
From time to time, new versions of the software platforms and 3rd party plugins that authors' items are advertised to work with are released. Authors of supported items are required to keep items compatible with new software versions, but this may require considerable time to properly test, document, review and release an update of this nature.

What is not included in item support

Customisation services
There can be a fine line between support and customisation, but support does not include any services that modify or extend the item beyond the original features, style and functionality advertised on the item page.

For customisation services we recommend contacting a freelancer or checking out the great service providers on Envato Studio.

Installation services or general software platform and CMS help (e.g., WordPress or Photoshop)

We all have varying levels of experience with different software platforms and technologies, but authors need to focus any support time they have on their area of expertise — usage of their items. Buyers are presumed to have a working knowledge of the software platforms and technologies for which the items were created, and support does not include general help on how to use them.

We recommend you visit the WordPress Forums, for example, or something like StackExchange if you need assistance of this kind. If you're just starting out or skilling up, try a course or tutorial on Tuts+. For installation services, please check out service providers on Envato Studio.

Resolving compatibility issues with 3rd party items unless advertised

Authors are not required to provide support for compatibility issues that arise from the use of 3rd party plugins, themes or other items that the author did not create themselves or explicitly advertise compatibility for, but it's reasonable to ask the author to help you verify if this is the case.

Help with included 3rd party items (e.g., plugins included with themes)

Some items include plugins or other 3rd party functionality as part of the purchase price. In these cases, the author of the 3rd party plugin or functionality is not required to provide support to buyers of the purchased item. Questions about included functionality should be directed to the author of the purchased item.

Help with your particular server configuration or web hosting environment

Authors are not required to support unique issues related to your web hosting or server environment. Please check that your ISP/web hosting provider sufficiently fulfills the requirements of the CMS or other software platform you're trying to use. It's reasonable to ask the author to help you verify if this is the case.

Fair-use of support guidance

As we mentioned above, we believe authors' time is best spent using their amazing creative and technical skills to create great new items or keeping their existing items up-to-date. We outlined what is and isn't included in the definition of support above but we also ask that you don't overuse support during your support period.

There are no strict rules about this but as a guide, buyers we've spoken to have said up to 4 or 5 support queries in a support period seems fair. **Again, before you ask an author for help or support, please read the documentation (included with the downloaded item) and any additional information available on the item's support tab to see if that answers your question**.