

JOOMLA FAQ'S 1.7 /2.5

Q: Can I purchase a Joomla template before I install my Joomla database?

A: No, we don't recommend it. We ask that all our buyers have Joomla already installed on their server, and have some basic working knowledge of the Joomla infrastructure itself. Depending on which Joomla version template you want to purchase, you need to go to www.joomla.org and locate the appropriate Joomla database.

NOTE: By default Joomla! 1.7 / 2.5 manual installations come with only "Main Menu" and "Login" module if you do not install the "sample data" during the installation process. If you are going to use the SQL dumps provided with our 1.7 / 2.5 Joomla templates, then do NOT install the sample data during your Joomla installation.

Q: Do you offer customization services before or after purchasing a Joomla template?

A: No, sorry we do not offer customization on any of our Joomla products at this time.

Q: Do you offer services that convert an existing html into a Joomla template?

A: No, sorry we do not offer customization on any of our Joomla products at this time.

Q: Is there a return policy?

A: Sorry, because our templates are intangible products they are non-refundable. Furthermore, we cannot take responsibility for a customer's lack of Joomla knowledge. Please ensure you have the prerequisite Joomla knowledge and required software (graphic program for editing your logo) to make use of these templates. We ask that all our buyers have Joomla already installed on their server, and have some basic working knowledge of the Joomla infrastructure itself. In rare situations, when a template defect emerges, we do offer a refund/exchange policy.

Q: Does a Joomla template purchase include instruction on how to install the template and set it up?

A: Yes, we do provide a comprehensive, template-install instruction file, along with helpful screen shots to aid in setting up your Joomla modules ect. Note, we do provide SQL dumps with 1.7 /2.5 templates, so by utilizing the dump w/instructions you will be able to set up your site in minutes.

Q: Will my template come with all the same web pages, links, and content as the live demo?

A: Yes, but only if you use the SQL dump and follow those instructions. Also, this dump is ONLY for those that do not have existing content. If you do have existing content that you do not wish to lose then you will need to follow the manual instructions provided.

Q: What software do I need to use Joomla 1.7 / 2.5

A: You will need to install 1.7 OR 2.5 Joomla infrastructures to your server. In addition, you will need Adobe Photoshop 7+, or a software that allows editing psd layers to modify things such as your logo, and other misc graphics that come with your template.

Q: Do I need an html editor for Joomla?

A: No, not really. You can mostly edit your index.php and css files within the Joomla admin. However, if you choose to use an html editor when making modifications to those files, you can use any PHP editor like Dreamweaver or Microsoft Expression Web.

Q: What kind of support will I receive with my Joomla template?

A: You can receive basic support regarding the initial setup of your Joomla template. That only includes support on getting your modules, and other misc items the same as we have in our live demos.

Our support for Joomla templates does not include the following:

- Installing your Joomla infrastructure for you, or giving guidance on how to.
- Installing or trouble-shooting 3rd party extensions that did not come with your Joomla purchase.
- Giving guidance on how to set up your Joomla content, pages, links, and images, troubleshooting errors or problems within your Joomla infrastructure. In such cases, we recommend that you utilize the Joomla forums <http://forum.joomla.org>, and or locate the appropriate Joomla manual needed in your particular situation.
- Revamping your template outside of it's original parameters. This includes: colors, template widths, images, ect.

Q: How do I keep my Joomla site secure?

A: In order to ensure the secure nature of any Joomla website it is important that the user install all security updates provided by the Joomla security team. Stay informed by signing up for [security alerts](#) and/or rss feeds from the Joomla team. [Click here](#) for security news and more info.

Q: If I purchase a 1.7 or 2.5 Joomla template, will it work in a Joomla 1.5 version install?

A: No, it will not. A 1.7 or 2.5 Joomla template is compatible and will only work in a 1.7 or 2.5 Joomla infrastructure.

Q: I purchased a 1.7 / 2.5 Joomla template and do not have the same populated module list as what you show in your template instructions?

A: If you wish to have the same set-up as our live demo you will need to download and follow the SQL dump instructions. With the SQL dump you'll only need to do a few steps and the site will automatically be assembled as our live demo.