

STERLING SUPPORT DOCUMENTATION

In this section, you will find a list of useful resources related to Sterling WordPress Theme, including the link to official support, sales page, and official website.

Resources:

- You can contact us at truthemes.com@gmail.com.
- Follow us on <https://www.facebook.com/TrueThemes/>

Official Support

To get your support related question answered in the fastest timing, please head over to our [support page](#) and open Support ticket. To open a support ticket you should have an active support license associated with your account.

Before applying for support please make sure you understand the rules of support and go through all steps described and listed in [Support Policy](#).

Support Policy

The purpose of the Help Center is to provide you with the right answers at the right time. Our support is provided only to direct product buyers. While applying at our Help Center you will be asked to provide a valid support license for our products.

Our Help Center is the only official TrueThemes support handling

mechanism. Questions sent using other channels may be ignored without notice.

We provide support because of goodwill and want to offer our customers the best service possible. We keep rights not to provide support due to abuse or any other reasons that are against this policy.

Pre-Support Actions

Before asking your question, please make sure you have read the documentation provided and searched the answer within our knowledge base at <https://truethemes.net/contact-us>, as some of the questions may be already covered by this resource.

Opening Support Ticket

In order to get a response in a reasonable time we are kindly asking you to provide the following information while opening a support ticket:

- Your website URL
- Login credentials
- The version of WP Bakery used
- The detailed description of actions taken before the issue
- Screenshot of the problem
- Any other information that you find useful

All information provided is confidential and will not be provided to any third party.

What Can You Expect From Our Support?

There are certain things that you can expect from our Help Center:

- We always have bug-related and technical support in priority
- We are happy to receive proposals and ideas
- Tiny custom requests can be served (low priority, depending on workload and goodwill)

What Can You Not Expect From Our Support?

There are certain things that are out of scope and will not be handled by our team:

- Generic WordPress questions
- Issues related to 3rd party plugins
- Customization requests
- Any tickets that contain abuse or violence

E-mail Policy

With leaving your e-mail you agree to receive promotional e-mails and newsletters from TrueThemes or WPbrothers which are the same product. Thank you for finding the time to read this policy and remember that we are here to help you out.