

Frequently Asked Questions

A) How do I download the bundle?

You can download the bundle by logging in and navigating to your “Downloads” page. The “Downloads” page is located in the account dropdown at the top right of the Marketplaces.

B) How can I get support for items in the bundle?

Due to the discount nature of this bundle, this is an ‘as-is’ purchase. Files purchased in the pack are not eligible for updates or support from their authors.

However, some bundle items include thorough documentation within the item file to introduce you to that item. If there is no documentation or it doesn’t answer your question, you should check the item page and item comments (via the links above) as the author might have provided the information there.

C) Can I use a download manager to download all of the items in the bundle?

No. Please do not use a download manager when downloading items from the Envato Marketplaces. This floods our servers and may cause you to temporarily lose access to your downloads.

For more information, please see [this Knowledgebase article](#).

D) Will the bundle be available for me to download after the sale is over?

Yes, the bundle will be available in your “Downloads” page when the sale is over. However, because nothing lasts forever and we cannot foresee future events, we highly encourage users to download items immediately after purchase.

E) Can I get a refund?

If an item is malfunctioning or not as described, you may be entitled to a refund. Please see [this Knowledgebase article](#) for more information.

F) I’m having trouble downloading the bundle.

If you’re having issues downloading the bundle, we’d like you to check your internet connection and then try downloading it again. If that doesn’t help, get in touch with Envato Support via the link at the end of this document with your Marketplace username, information on the issue you’re experiencing and any error messages you’re seeing.

G) What license are the files distributed under?

All files in the bundle are licensed to you under one [regular license](#) for each item. To see how a regular license may be used and to read more information, please see [this handy link about our licenses](#) and read the [Licensing FAQs](#) for more details. Most licenses are for a single use, meaning you can use each item once in one end project. For PhotoDune items, each item can be used more than once - see the [PhotoDune regular license](#).