



General Questions for Magento 2

Online Version

An online version of this user manual can be found [here](#).

Quick Links

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Licensing

Absolutely - it's a great idea to install extensions on a test site first. You can install our extensions on any test/staging/development site associated with the live site you purchased the license for (the domain name entered during checkout). It doesn't matter if the URL of the test site is different to the live site - this is still covered under the main license.

Can I install Fooman extensions on multiple domains, using the same license?

If the domains are part of the same Magento multi store set up, this is covered by a single license. If the domains are not part of a Magento multi store set up, a separate license must be purchased for each domain. View the full [End User License Agreement](#).

What are the license terms for paid Fooman extensions?

View the full [End User License Agreement](#) for commercial Fooman extensions.

To check which license applies to which extension, click on the "details" tab of that extension listing.

What are the license terms for free Fooman extensions?

Free Fooman extensions are licensed under the [Open Software License version 3.0](#).

To check which license applies to which extension, click on the "details" tab of that extension listing.

My Extensions + My Account

From [Your Account](#) you can:

- View and download your extensions
- View and download extension updates
- Change your email address
- Add and edit billing addresses
- Add and view your reviews of Fooman extensions

Why do I need to create an account to complete my order?

Creating an account allows you to download your extensions and available updates at any time from the [My Account](#) section of our website, and means we can provide you with faster support.

I have forgotten my account login details or password

You can reset your password via the [Forgot Your Password](#) page. A new password will be sent to your registered email account.

Contact us if you've forgotten the email address you used to register your account. Include the URL for which your extension was purchased, and we'll be happy to help you access your account.

Pricing + Payments

The 30 day money back guarantee applies to all paid extensions, and allows you to try out the extension and see how it works on your site. If you are unhappy with the extension for any reason in the first 30 days after purchasing, simply contact us to request a refund. Please note that refunds are made in New Zealand Dollars and do not apply to installation or customisation charges.

I have previously purchased a Fooman extension and want to update to the latest version. Do you offer a discount?

We offer a 50% discount for customers which have reached the end of their 12 month free update period to purchase the latest version of the same extension. To upgrade to the latest version of the same Fooman extension please add the extension to your cart with the same domain name details and the pricing will get applied automatically. The new purchase will entitle you to a further 12 months of free upgrades from the new date of purchase.

I placed an order by international bank transfer. When will I receive my extension?

International bank transfers can take up to one week to be processed by banks. You will receive an email with a link to download your extension(s) once your payment has been received by us. If you have not received your extension after one week, please contact us.

Why am I being charged GST?

GST is a New Zealand sales tax, and is charged to New Zealand customers only. If you enter an overseas billing address during checkout, GST will not be charged.

Why is final payment made in New Zealand Dollars?

Fooman is based out of New Zealand - it's a pretty awesome country here!

This means that final payment for Fooman extensions is always charged in New Zealand

Dollars (\$NZD). All international currency amounts shown on our website are estimates based on a current live exchange rate.

Installation

Follow the instructions given with each extension in this knowledgebase.

Please note that successful installation of this extension requires a moderate knowledge of website maintenance. Alternatively, we can install the extension for you. Simply choose this as an additional service when ordering the extension, or [order installation separately](#) if you have already purchased your extension license.

Reporting Any Issues/Bugs

We are proud of our quality extension code - it's been widely tested and we stand by it 100%. If something does happen and you think you might be experiencing an issue or bug, please contact us via support@fooman.co.nz and we will help you out.