

CUNY Academic Commons - Support #11524

theme purchase rights

2019-06-05 06:22 PM - scott voth

Status:	Resolved	Start date:	2019-06-05
Priority name:	Normal	Due date:	
Assignee:		% Done:	0%
Category name:	WordPress Themes	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
Sissel McCarthy has a premium plan on wordpress.com and purchased a premium theme (HIVE). She would like to move her site over to the Commons. I think if she has a license (for updates) and a zip file, we could activate that theme for her site only. But I think wordpress.com manages their themes internally, and she probably never got a zip file. Does she have a way to get the zip?			

History

#1 - 2019-06-06 10:09 AM - Boone Gorges

- Status changed from New to Reporter Feedback

- Target version set to Not tracked

It looks like Hive is available outside of wordpress.com <https://pixelgrade.com/themes/blogging/hive> but I doubt whether the wordpress.com upcharge for the Hive license is transferable outside of wordpress.com. The best bet is to contact wordpress.com support to see if they're able to roll her Hive surcharge into a Pixelgrade account. If not, the only other option is to pay again for the license, directly through Pixelgrade.

#2 - 2019-06-06 01:43 PM - scott voth

- Status changed from Reporter Feedback to Resolved

Thanks Boone. I took a closer look at her plan, and it seems the premium plan provides a number of (sell they say unlimited) premium themes. So in a sense, she never really bought HIVE. Closing this for now.