



FAQ

TRIWORKS.NET – DESIGN STUDIO | FLASHDEN

Last Updated 05 December 2008

**What's included in the file packages?**

All files should include fla source files, swf and fonts. If any of these is missing in your package send us a request to flashden[at]triworks.net so that we can update the package files on FlashDen. Triworks.net never includes the design source files, like PSD files, on its packages.

How does Triworks.net price its files?

We don't. FlashDen is responsible for pricing our files upon a review. We have no control over our file prices.

I'm having problems with PayPal can I buy the file directly to Triworks.net?

No. Triworks.net is an exclusive FlashDen member, meaning we only sell our files through FlashDen. All payment methods are FlashDen responsibility. If you run into any problem on the payment process use the contact support page on FlashDen <http://www.flashden.net/support>.

Does Triworks.net give technical support to FlashDen buyers?

No. Triworks.net is available for support when a bug is reported. When this happens Triworks.net fixes and updates the file on FlashDen. All updated files have an update note on its description with the last update date and a list of fixes. We hear all members on the forums, product descriptions and emails searching for bug reports.

Does Triworks.net give support to FlashDen buyers by email?

No. If you've a support request or a bug report then you should post your comments in the product specific page.

In what exceptions should or can i contact Triworks.net to its FlashDen email?

Triworks.net can be contacted to the email flashden[at]triworks.net depending on the discussing theme. That contact will only be satisfied if:

You need a customization or enquire of a possible project development;

You want to report a copyright infringement or other related subject;

You want to discuss something that by any means is not related with FlashDen Support.

NOTE: Emails sent to other Triworks.net emails may never get a reply.

**How long do I have to wait to have a reply to my emails/requests?**

Triworks.net is a design studio working on a regular schedule. If you send us an e-mail you should get a reply within 3 days maximum. Triworks.net support is open 9:30am to 7pm, Monday to Friday. We don't usually reply to e-mail on weekends. Even so we do our best effort to reply to all emails ASAP.

Is the source code commented?

Not all applications being sold on FlashDen have comments on the code. When an application has or not comments on the code, it's written in the application description.

How Triworks.net does fixes bugs on files?

We hear all members on the forums, product descriptions and emails searching for bug reports. When we find one Triworks.net fixes and updates the file on FlashDen. All updated files have an update note on its description with the last update date and a list of fixes.

How long Triworks.net does takes to fix a bug?

There isn't a specific timing for fixing bugs. Triworks.net does its best effort to fix all bugs ASAP. All updated files have an update note on its description with the last update date and a list of fixes. We hear all members on the forums, product descriptions and emails searching for bug reports.

Can I have Triworks.net to adapt a file to my needs?

If you need to adapt any file to your needs, you need to have knowledge in Flash and Action Script coding. Triworks.net is only available to adapt an application to your needs based on its hourly rates. To get a quote on your project send us an e-mail to flashden@triworks.net with a detailed description of your request. Some requests are inserted in a wish list for each specific file. We then review this list when upgrading, fixing or adding more functionality to it.

I bought the wrong file can I replace it for another?

No. Triworks.net sells its files through FlashDen and does not control refunds. Even if possible, after buying a file you have the right to use it, and there is no way we can take that back.



If I buy a first version of an application do I have the right to receive the next version, if there is one?

No. Triworks.net usually starts by creating a "v1" version for users that do not need too complex applications. All the versions produced, like "v2", "v3", etc. are different applications with different prices and sold separately. If you are searching for a specific file, first check our portfolio for different versions of the same file.

This FAQ is updated based on FlashDen buyers and members requests.