# Important

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## Thank you for purchasing our product

We have found that some of our students found difficulties in downloading the products. so if you are encountering the same problems then please refer to the fixes which we have mention below:

#### **Fix 1:**

Try using icognito tab. Login to your tensorprojects account in icognito tab and from downlaod section you will able to downlaod it.

#### **Fix 2:**

try using different browser or another browser's private tab.

#### **Fix 3:**

Relogin to our website after purchasing it.

### Fix 4:

If you are getting Access denied error at drive then it is because you have multiple accounts logged in browser. Either you try it by sign out all or you can try to download it using your phone.

You may find the notice that "Google Drive can't scan this file for viruses". It happen when the files is large. But don't worry we have already scanned it for you. Feel free to click on download anyway.

After applying all the fixes mentioned above, if you still encounter problems in downloading then feel free to mail us at **help@tensorprojects.com**. We will reach out to you as soon as possible.

Once Again Welcome to tensorprojects family