

General note: if you doubt about sending an e-mail to Webmarbles just feel free to do so, Webmarbles will reply to the standards as described below:

What can I expect to find in a file of Webmarbles downloaded from FlashDen?

Each file is provided with 4 standard files; (1) the downloaded file in FLA format; (2) the downloaded file in SWF format; (3) a PDF file with a description on how to use the file in your projects; and (4) a PDF file with Frequently Asked Questions. Beside these files you may find many other files specific to the downloaded file. The exact content of a downloaded file is described in each product description on FlashDen.

Does Webmarbles give technical support to FlashDen buyers?

No. Webmarbles only fixes bugs when reported. Files with bugs fixed will be updated on FlashDen. Fixed bugs will be mentioned in the file description.

What do I have to do when I want support and or adaptation of a Webmarbles file?

Most Webmarbles files require actionscript knowledge in order to make adaptations to them. When you want Webmarbles to make the adaptations as you like it can be arranged based on Webmarbles' hourly rate. To get a quote on your project send us an e-mail to info@webmarbles.com with a detailed description of your request.

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

Webmarbles tries to answer all e-mails within 5 working days. If this is not the case please look in Webmarbles' profile on FlashDen to see whether there are special announcements (e.g. holidays). If not, feel free to send us a reminder.

Is the source code commented?

In most files from Webmarbles there are short comments above each function describing its functionality. Also, all function names tell something about their functionality.

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

No. Each new version is a new file that has to be downloaded separately on FlashDen.

Can I buy Webmarbles files anywhere else than on FlashDen?

No. Webmarbles sells exclusively through FlashDen.

Who is Webmarbles?

A 'Webmarble' is a file exclusively sold by Webmarbles on FlashDen. The complete portfolio with large thumbnails can be found on <http://www.webmarbles.com>. Webmarbles is part of Seraph Flash Media (<http://www.seraph.nl>). Seraph Flash Media also provides sound fx for your Flash interfaces named Minimalfx (<http://www.minimalfx.com>).