|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | |  |   **BUG** | |  | | --- | |  |   **ROOT CAUSE** | **Fix** | **LESSON** | **Screenshot Reference** |
| Customer reported that their homepage layout broke after switching themes. | The customer switched from a layout-compatible theme (like Astra or Hello Elementor) to a minimal theme (like Twenty Twelve) that doesn’t support the layout or Elementor styling. | Went to Appearance → Themes  -Identified likely previously used themes (e.g., Astra, Hello Elementor)  -Re-activated those themes one by one  -After testing, the original layout returned — confirming the issue was theme-related  -If the customer didn’t remember the original theme:  -Activated possible themes and sent screenshots to the customer  -Asked: “Does this look like your original homepage?” | Not all themes support advanced page builders or layouts.  Switching to a minimal or older theme can:  -Break homepage styling  -Hide sections  -Cause missing menus or widgets  -Always ask the customer which theme they used. If they forget: Use screenshots of tested themes to help them identify it visually. | BEFORE:    AFTER: |