

construction

by docspress.thimpres.com

1. Introduction	3
1.1. Requirements	3
1.2. What's Included	4
2. Installation	4
2.1. Install theme via WP	4
2.2. Install theme via FTP	5
2.3. Install plugins and import demo	5
3. Customization	6
3.1. Customization Settings	6
3.1.1. General	7
3.1.2. Header	10
3.1.3. Page Title	13
3.1.4. Blog	13
3.1.5. Products	15
3.1.6. Projects	15
3.1.7. Teams	16
3.1.8. Footer	17
3.1.9. Responsive	20
3.1.10. Social Sharing	20
3.1.11. Menus	20
3.1.12. Widgets	21
3.2. Visual Composer Shortcodes	21
3.3. Child theme	25
4. Update Theme	26
4.1. Update via Thim Core	26
4.2. Update via FTP	27
5. Knowledge Base and FAQs	27
6. Support Service	29
6.1. Support Forum	29

1. Introduction

[vc_row][vc_column][vc_column_text]We would like to thank you for choosing CBuild – Industrial and Construction WordPress theme(<http://construction.thimpress.com>)

from ThimPress. Built compatibly with the latest version of WordPress and page builder plugin Visual Composer, CBuild theme promises to give you the best experiences in creating your own construction services and projects website.[/vc_column_text][vc_column][vc_row][vc_row][vc_column width="1/3?][vc_single_image image="2136? img_size="full" style="vc_box_shadow" onclick="img_link_large"/][vc_column width="1/3?][vc_single_image image="2135? img_size="full" alignment="center" style="vc_box_shadow" onclick="img_link_large"/][vc_column width="1/3?][vc_single_image image="2134? img_size="full" alignment="right" style="vc_box_shadow" onclick="img_link_large"/][vc_column][vc_row][vc_row][vc_column width="1/2?][vc_empty_space][vc_column_text]**What is included in the price?**

? High quality and flexible WordPress Theme

? Child Theme

? Premium plugins bundle

? Lifetime updates

? Theme documentaion

? Premium Support Services[/vc_column_text][vc_empty_space height="20px"][vc_column_text]If you like our CBuild theme, don't forget to give us 5 star rating and leave feedback on themeforest

????? We appreciate your contribution! ?????[/vc_column_text][vc_column]

width="1/2?][vc_single_image image="2133? img_size="full" alignment="right" onclick="img_link_large" img_link_target="_blank"/][vc_column][vc_row]

1.1. Requirements

There are system requirements in order to properly install and setup CBuild theme and its components. Make sure that you are running **Linux hosting, latest version of WordPress, PHP version 5.6** or higher and **MySQL version 5.6** or higher. We also recommend the following PHP configuration limits:

Recommended PHP configuration limits

- upload_max_filesize = 32M
- post_max_size = 32M
- max_execution_time = 300
- max_input_time = 300
- memory_limit = 256M

Please contact your server provider to verify your current PHP limits and have them set it up again if needed.

Once you successfully install and activate CBuild theme, CBuild Dashboard will be added to your WordPress menu. You can verify those requirements under CBuild > System Status

Server Environment

Server Info:	Apache
PHP Version:	5.6.30-1+wpengine8
PHP Post Max Size:	100 MB
PHP Memory Limit:	512 MB
PHP Time Limit:	3600 s
MySQL Version:	5.6.36
Max Upload Size:	50 MB
cURL version:	7.35.0, OpenSSL/1.0.1f
Remote GET:	✓
Custom stylesheet directory	/nas/content/live/obxyz/wp-content/uploads/tc_stylesheets
Custom stylesheet directory writable	✓ 0775
PHP DOM extension	✓

1.2. What's Included

After purchasing CBuild theme on themeforest with your Envato account, go to your **Download** page. You can choose to download CBuild theme only (**Installable WordPress file only**) or the entire CBuild theme package which contains the following files:

- **CBuild theme:** An installable WordPress theme zip file.
- **Documentation:** A link to this documentation.

2. Installation

2.1. Install theme via WP

Follow these steps below to install CBuild theme via WordPress:

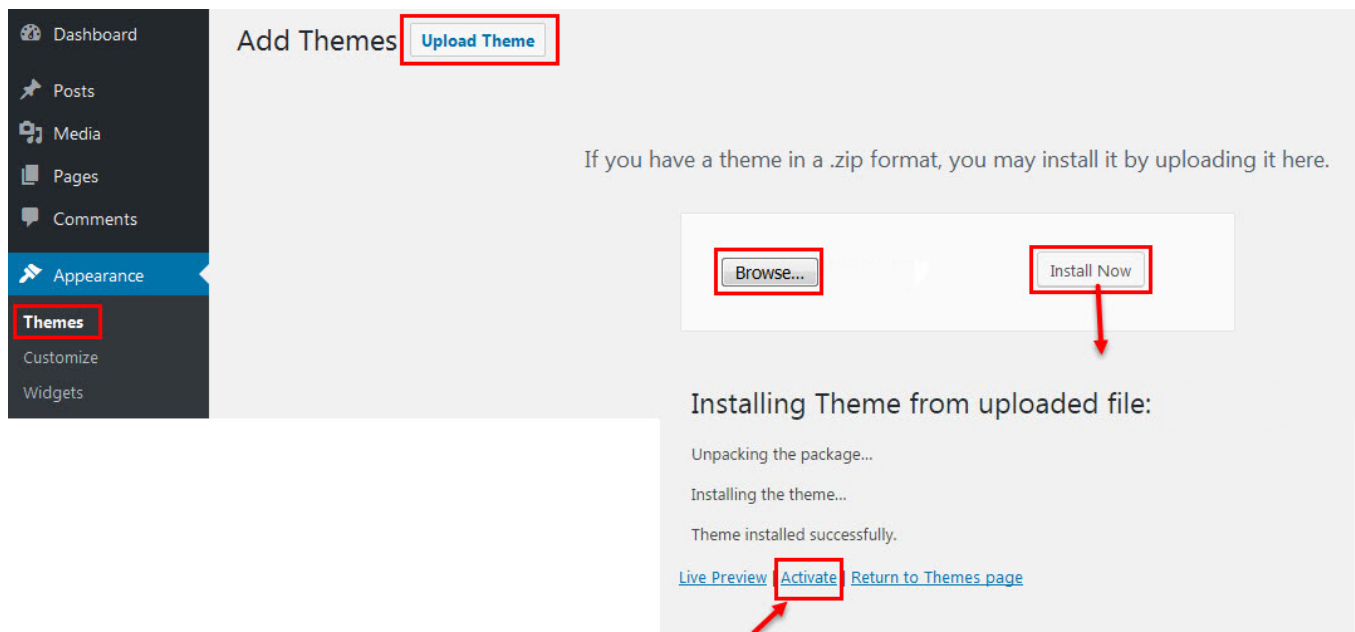
Step 1. Visit Dashboard > Appearance > Themes > Add New.

Step 2. Click **Upload Theme**.

Step 3. Browse **cbuild.zip** file on your computer and click **Install Now**.

Step 4. **Activate** CBuild theme.

Step 5. Install and activate Thim Core plugin of CBuild that required for importing demo data.



2.2. Install theme via FTP

Follow these steps below to install CBuild theme via FTP:

Step 1. Login your FTP account via FTP software(<https://filezilla-project.org/download.php>) to access your host web server.

Step 2. Extract **cbuild.zip** file.

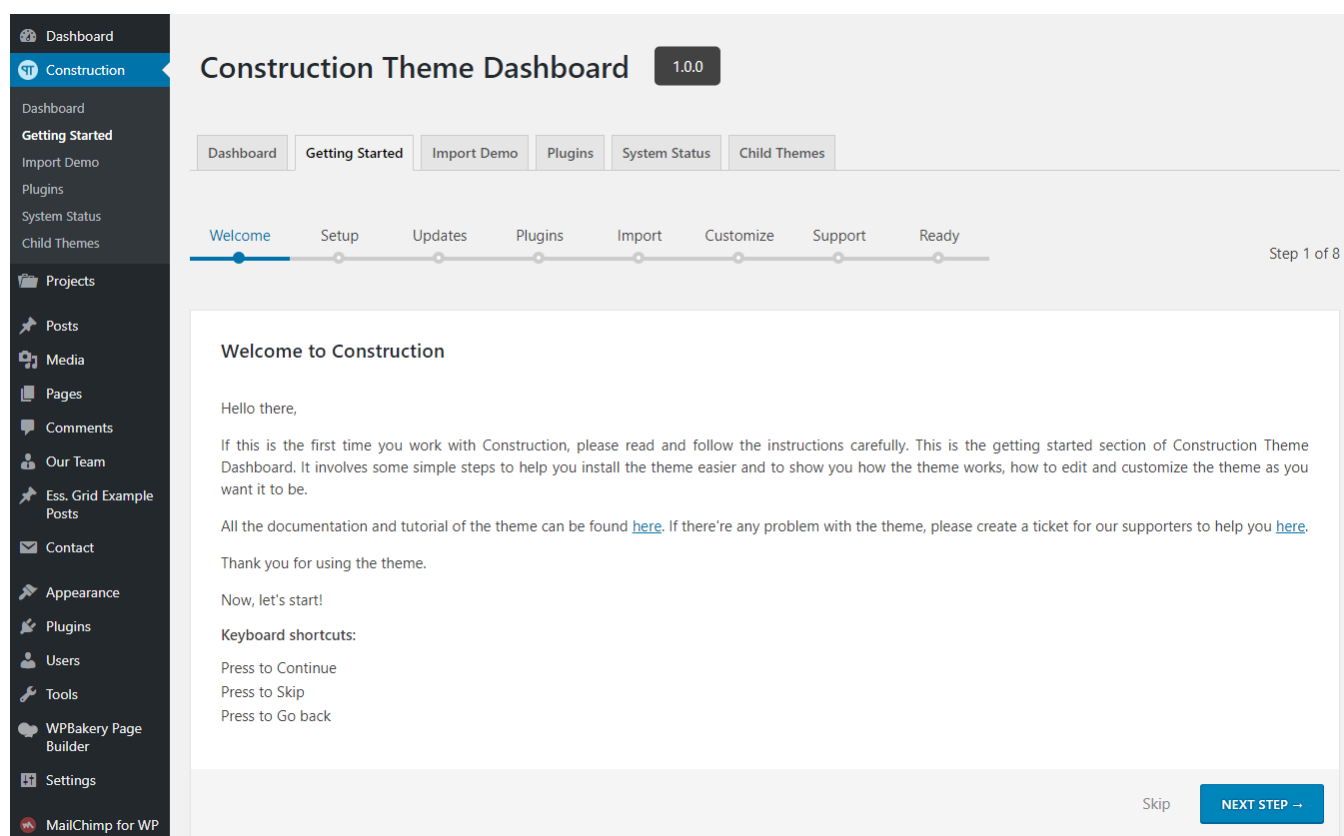
Step 3. Upload the extracted folder **cbuild** to *wp-content/themes* folder.

Step 4. Activate CBuild theme in Dashboard > Appearance > Themes.

Step 5. Install and activate Thim Core plugin of CBuild that required for importing demo data.

2.3. Install plugins and import demo

After the theme successfully installed and activated, you will see the CBuild theme dashboard with our welcome message. Click 'Next step' and follow the instructions to set up your site:



Step 1. Name your website and set the description.

Step 2. Log into your Envato account to be able to download the required plugins for the theme. **You must not skip this step**

Step 3. Install and activate required and recommended plugins for the theme.

There will be times that some of the plugins fail to install due to internet loss and you will see the error message 'You can try again later'. Simply choose the plugins and click install and activate again

Step 4. Choose a demo and import into your site

You can also import any specific pages from the demo. Please go to our support forum and we will send you the file of those pages and the guide of how to import.

After this process, visit Settings > Permalink settings. Select 'Post Name' structure. This is to prevent 404 errors on custom post type pages.

3. Customization

Now you have successfully installed CBuild theme. You can go to Appearance > Customize to customize your own unique website!

3.1. Customization Settings

3.1.1. General

This is for customizing **Logo, Layouts, Styling, Typography, Extra Features** and **Custom CSS**

Layouts: customizing Site Layouts, Archive Page Layouts, Single Page Layouts, and Page Layouts

Styling: customizing Primary Color, Background Type/Color, and Boxed Layout

Primary Color

Select Color

Main Content Background

^

Select Background Type

Color

Image

Pattern

Background Color

Select Color

Background image

No file selected

Select File

Boxed Background

▼

Typography: customizing Body typography and Headings typography

Body

Body Font

Font Family

Roboto

Variant

Book 300

Subset

Font Size

18px

Line Height

1.25

Letter Spacing

0

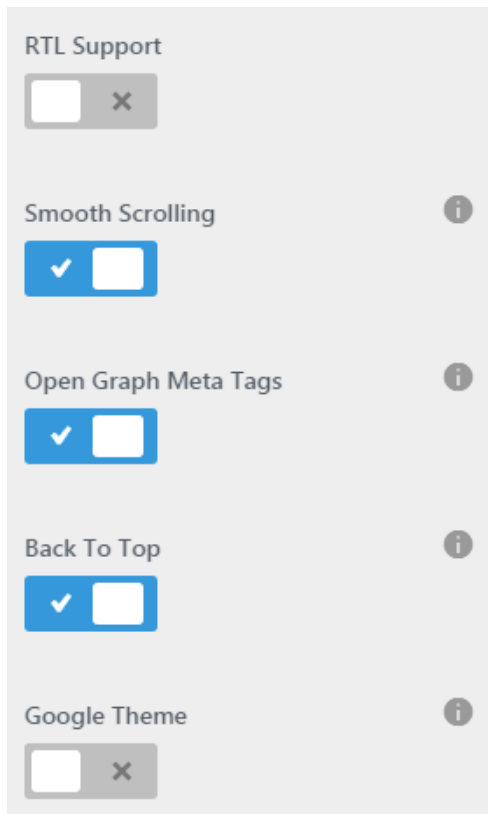
Text Transform

None

Color

Select Color

Extra Features: customizing Preloading Icon and enable/disable extra features: RTL support, Smooth Scrolling, Open Graph Meta tags, Back to Top, and Google Theme



Custom CSS: customizing the site using CSS code

3.1.2. Header

This is for customizing **Header Layouts**, **Top Bar** setting, **Main Menu** settings, **Sub Menu** settings and **Sticky Menu** settings

3.1.3. Page Title

This is for customizing **Page Title** settings and **Page Breadcrumb** settings

3.1.4. Blog

This is for customizing **Blog Settings**, **Blog Archive/Single Page Layout**, and **Meta Tags** settings

3.1.5. Products

This is for customizing **Products Archive/Single Page Layout** and other settings

3.1.6. Projects

This is for customizing **ProjectsArchive/Single Page Layout** and other settings

3.1.7. Teams

This is for customizing **Teams Archive/Single Page Layout**

3.1.8. Footer

This is for customizing **Footer** settings and **Copyright** settings

3.1.9. Responsive

This is for customizing site **Responsiveness** on different screen solutions

3.1.10. Social Sharing

This is for customizing **Social Share Buttons**

3.1.11. Menus

This is for customizing **Footer Information** menu, **Footer Services** menu and **Main Menu**. You can also add your own menus in this setting

3.1.12. Widgets

This is for customizing Widgets areas including **Topbar Left**, **Topbar Right**, **Header Sidebar**, **Menu Right**, and **Footer Sidebar 1,2,3**

3.2. Visual Composer Shortcodes

[vc_row][vc_column][vc_column_text]Our Course Builder theme integrated with Visual Composer provides you **30+ Thim shortcode elements** along with the default elements from Visual Composer. You can build any layout you can think of just by dragging element into your page or post and you are ready to launch your WordPress website.[/vc_column_text][vc_single_image image="2070? img_size="full" alignment="center" style="vc_box_shadow" onclick="img_link_large"][vc_separator][/vc_column][vc_row][vc_row][vc_column width="1/2?][vc_single_image image="2027? img_size="full" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Brands:** displays affiliate brand logos as draggable slider[/vc_column_text][/vc_column_inner][vc_row_inner][vc_single_image image="2028?





































n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Scroll Heading:** quick scroll to any specific place on the page[/vc_column_text][vc_column_inner][vc_row_inner][vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column width="1/2?][vc_single_image image="2039? img_size="full" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Testimonials:** displays user testimonials with many layout choices[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2040? img_size="full" alignment="right" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column width="1/2?][vc_single_image image="2066? img_size="full" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Counter Box:** displays counter with the ability change colors, icon, currency, etc[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2065? img_size="full" alignment="right" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column width="1/2?][vc_single_image image="2045? img_size="full" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Steps:** displays steps feature with many layout choices[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2046? img_size="medium" alignment="center" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column width="1/2?][vc_single_image image="2053? img_size="full" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Video Box:** displays playable video box from any sources such as Youtube or Vimeo[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2054? img_size="full" alignment="right" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column width="1/2?][vc_single_image image="2082? img_size="full" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Post Block:** displays your latest/most popular posts[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2083? img_size="full" alignment="right" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column width="1/2?][vc_single_image image="2047? img_size="full" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Photo Wall:** displays multiple images as a collection wall[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2048? img_size="full" alignment="right" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column width="1/2?][vc_single_image image="2055? img_size="full" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim User Info:** displays user biographical information (this can be edited under User Profile)
The user ID can be found in User Profile[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2056? img_size="medium" alignment="center" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column width="1/2?][vc_single_image image="2062? img_size="full" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Features List:** displays a featured list such as a FAQs section[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2063? img_size="medium" alignment="center" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column width="1/2?][vc_single_image image="2086? img_size="full" style="vc_box_shadow" onclick="img_link_large"][/vc_column][vc_column n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Login:** displays login form with captcha feature[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2087? img_size="medium"

alignment="center" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column
 width="1/2?][vc_single_image image="2049? img_size="full" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_colum
 n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Enroll Course:** displays a specific course
 you want to emphasize

*The course ID is a 3-digit number in the course
 URL* [/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2050? img_size="full"
 alignment="right" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column
 width="1/2?][vc_single_image image="2088? img_size="full" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_colum
 n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Course Reviews:** displays reviews and
 rating of a specific course[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2089?
 img_size="full" alignment="right" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column
 width="1/2?][vc_single_image image="2057? img_size="full" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_colum
 n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Courses Carousel:** displays courses by
 latest/most popular/category order in carousel
 style[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2058? img_size="full"
 alignment="right" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column
 width="1/2?][vc_single_image image="2084? img_size="full" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_colum
 n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Search Courses:** displays a course search
 bar with custom placeholder description[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image
 image="2085? img_size="full" alignment="right" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column
 width="1/2?][vc_single_image image="2043? img_size="full" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_colum
 n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Course – Block 1:** displays a list of
 courses with the style below[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2044?
 img_size="full" alignment="right" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column
 width="1/2?][vc_single_image image="2075? img_size="full" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_colum
 n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Course – Block 2:** displays a list of
 courses with the style below[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2076?
 img_size="full" alignment="right" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column
 width="1/2?][vc_single_image image="2078? img_size="full" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_colum
 n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Course – Block 3:** displays a list of
 courses with the style below[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2079?
 img_size="full" alignment="right" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column
 width="1/2?][vc_single_image image="2064? img_size="full" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_colum
 n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]**Thim Instructors:** displays a list of instructors
 and links to their profile page[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2090?
 img_size="full" alignment="right" style="vc_box_shadow"
 onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column
 width="1/2?][vc_single_image image="2041? img_size="full" style="vc_box_shadow"


```

onclick="img_link_large"][/vc_column][vc_column
n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]
collection with many layout choices[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image
image="2042? img_size="full" alignment="right" style="vc_box_shadow"
onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column
width="1/2?][vc_single_image image="2071? img_size="full" style="vc_box_shadow"
onclick="img_link_large"][/vc_column][vc_column
n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]
Thim Courses Collection: displays course
collection with many layout choices[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2072?
img_size="full" alignment="right" style="vc_box_shadow"
onclick="img_link_large"][/vc_column][vc_column][vc_separator][vc_column][vc_row][vc_row][vc_column
width="1/2?][vc_single_image image="2073? img_size="full" style="vc_box_shadow"
onclick="img_link_large"][/vc_column][vc_column
n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]
Thim Text Box: displays text box with many
layout choices[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image image="2074?
img_size="full" alignment="right" style="vc_box_shadow"
onclick="img_link_large"][/vc_column][vc_column
n width="1/2?][vc_row_inner][vc_column_inner][vc_column_text]
Thim Events: displays a list of
happening/upcoming events by category[/vc_column_text][vc_column_inner][vc_row_inner][vc_single_image
image="2074? img_size="full" alignment="right" style="vc_box_shadow"
onclick="img_link_large"][/vc_column][vc_row]

```

3.3. Child theme

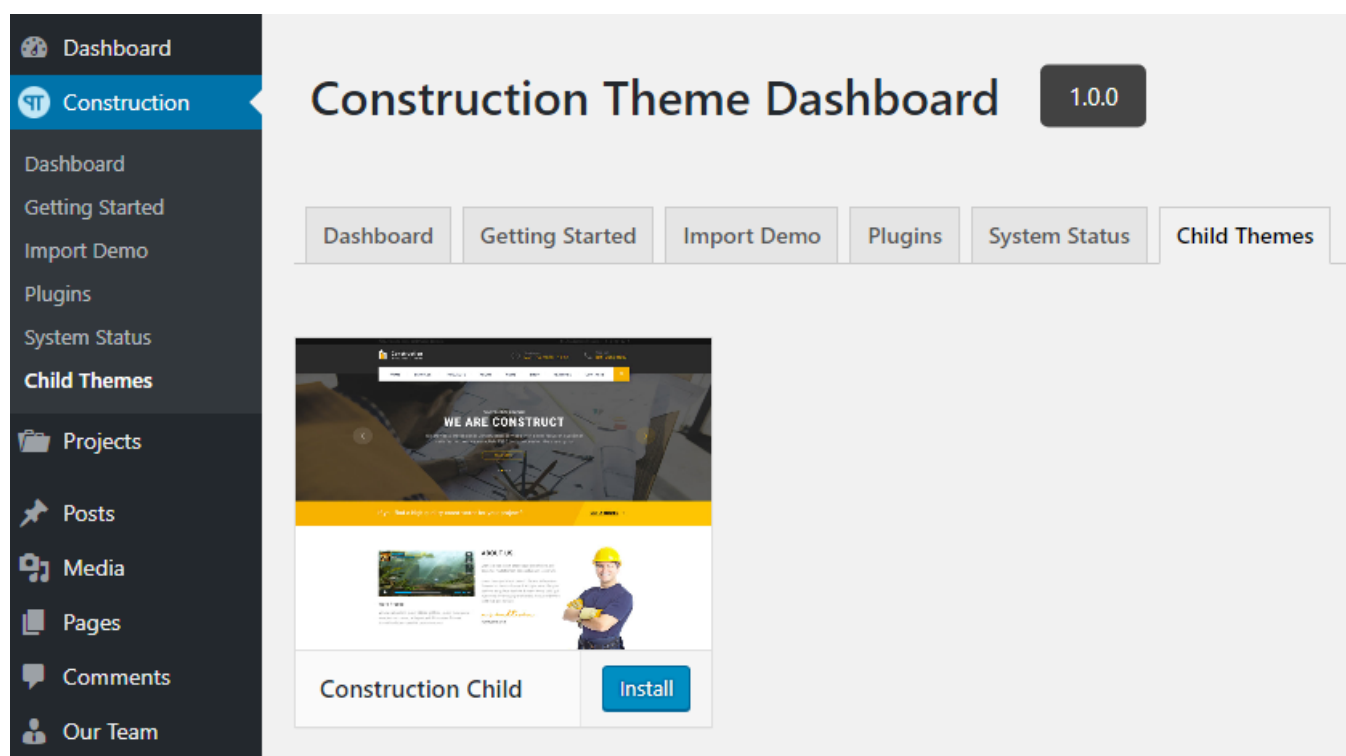
A child theme is a theme that inherits the functionality and styling of the parent theme. Child themes are recommended because if you modify a theme directly and it is updated, then your modifications may be lost. By using a child theme you will ensure that your modifications are preserved.

Follow these steps to create and modify CBuild child theme:

Step 1. Visit CBuild Dashboard > Child Themes tab > Install and activate child theme

Step 2. Navigate to your themes directory */wp-content/themes/cbuild*

Step 3. Open the **functions.php** file and add any custom modification at the end of the file



4. Update Theme

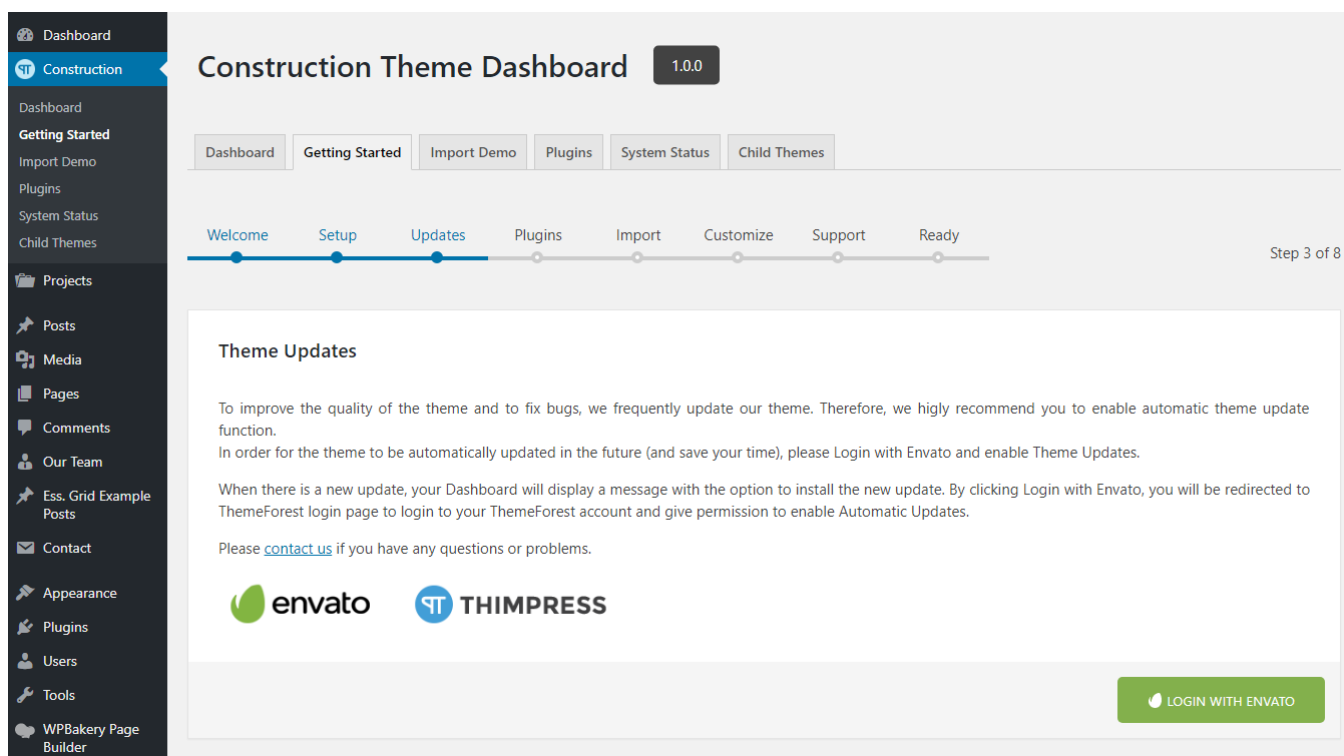
4.1. Update via Thim Core

Thim Core plugin allows to update theme without resetting your settings and customization. However, you should always backup(https://codex.wordpress.org/WordPress_Backups) your files and databases before updating.

Follow these steps below to update CBuild theme via Thim Core:

Step 1 – Visit CBuild > Dashboard and login with your Envato account.

Step 2 – Click **Update now**.



4.2. Update via FTP

Follow these steps below to update theme via FTP:

Step 1. Log into your Envato account on themeforest. In your **Download** page, find CBuild theme and choose the **Installable WordPress Theme**.

Step 2. Login your FTP account via FTP software(<https://filezilla-project.org/download.php>) to access your host web server. Navigate to `wp-content/themes` folder to backup your current **cbuild** folder if needed. The contents on your site will not be lost but if you have modified the code then the changes will be lost. You have to modify them again after updating.

Step 3. Extract **cbuild.zip** that you downloaded from themeforest

Step 4. Upload new theme folder **cbuild** to `wp-content/theme` to override the existing files.

5. Knowledge Base and FAQs

Check our Knowledge Base and FAQs below to find the answer for some common questions:

Theme Installation Error?

1. *"The package could not be installed. The theme is missing the style.css stylesheet"*: this occurs when you try to upload the full zip file that includes sample data, documentation, etc. Please make sure you are uploading only the installable theme which is called **cbuild.zip**. For more information about this, check Envato help center here(<https://help.market.envato.com/hc/en-us/articles/202821510-Theme-is-missing-the-style-css-stylesheet-error>)

2. “Are you sure you want to do this?”: this can occur due to several reasons:

- PHP memory limit is too low (here(<http://www.wpbeginner.com/wp-tutorials/fix-wordpress-memory-exhausted-error-increase-php-memory/>) is how to increase PHP memory limit).
- You are trying to upload the full zip file instead of just the installable theme
- The upload_max_filesize isn't large enough. You need to update your php.ini file(<http://www.wpbeginner.com/wp-tutorials/how-to-increase-the-maximum-file-upload-size-in-wordpress/>) to increase the value

3. “#005_FILE_NOT_FOUND”: Since we no longer include demo data in the theme folder (for smaller theme package size), if you encounter this 005 error when importing demo data, please try the following solution:

- Visit Dashboard > Plugins and make sure Thim Core plugin is up-to-date
- Visit CBuild > Plugins and find Thim Construction plugin. Try to install and activate this one again.

Customization cannot be saved?

When you make changes in Appearance > Customize setting but the changes cannot be saved, there are some common reasons:

- “500 Internal Server”: Read this blog (<http://www.wpbeginner.com/wp-tutorials/how-to-fix-the-internal-server-error-in-wordpress/>) to know how to fix it.
- Users of server (e.g Apache, Nginx) cannot write file: let chmod file style.css and config.less (in theme directory) be 777.
- Your PHP version is outdated: update PHP version 5.6 or higher.

Will customization be lost if I update theme?

No, your customization in Appearance > Customize will not be lost when you update the theme. Only the code modifications in the original theme files will be lost and that's why you should deploy in child-theme.

How to customize the registration confirmation email?

You can customize the default welcome email sent by WordPress by using a 3rd party plugin called SB Welcome Email Editor(<https://wordpress.org/plugins/welcome-email-editor/>)

How to improve site speed?

We have a blog about what affects site speed and how to improve site speed. Please check it here(<https://thimpress.com/improve-website-speed-wordpress-website-slow-fix/>)

How to translate my site?

We usually recommend using Loco Translate plugin(<https://wordpress.org/plugins/loco-translate/>) . Check this guide(<https://localise.biz/wordpress/plugin/beginners>) to know how to translate your site and also how to troubleshoot if the translation does not show(<https://localise.biz/wordpress/plugin/faqs/not-showing>)

How to get license key of included premium plugins Visual Composer?

You are able to use included premium plugins such as Visual Composer **for free** when you purchase our themes on ThemeForest. **You don't have to buy your own license** to use these plugins.

As a policy from the plugin's author, you will not get updates directly from them. But you will always get the latest version of Visual Composer when we update the theme. We ensure that they are always compatible with our theme.

There are also sticky tickets we post on our support forum(<https://thimpress.com/forums/forum/wp-lms-pro/>) . If you cannot find the answer for your problem, don't hesitate to contact us by submitting a new ticket.

6. Support Service

When purchasing our themes, you will receive **free 6-month support service** for problems regarding the theme. Once your free support service expires, you can renew your support service to 12 months. But no matter whether your support service expires or not, you always receive **free life-time updates** for the theme and plugins.

We really care about our customers and guarantee to response to all questions within **48 hours** since your support ticket is created.

Regarding the requests about Customization and 3rd-party plugins, we provide a Customization Service(<https://thimpress.com/wordpress-theme-customization-services/>) at a fee.

6.1. Support Forum

ThimPress forum is our main resource for supporting customers. To reach us:

Step 1. Click here(<https://thimpress.com/wp-login.php?action=register>) to create your account. We will ask for your Themeforest purchase code.(<https://thimpress.com/knowledge-base/how-to-get-my-envato-purchase-code/>)

Step 2. Go to CBuild support forum and create your topic.

Before submitting a ticket on our support forum, please do all the following requirements:

- Refer documentation.
- Read changelog and make sure that your site is running the latest version of CBuild theme.
- Disable all 3rd-party plugins because they may be the reasons causing issues.
- Clear caches after changing any setting on your site.