

## Cancelling subscription

Posted by John Roeland - 16 May 2017 19:08

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I On may the 8th I send a mail regarding responsetimes on tickets. Still no answer on my questions.

I tried two templates on my recently installend Magento2 sites and both are not working as I would expect and as described. Got one response on another ticket, but that didn't work either.

Responsetimes on tickets and forummessages are too long for us to deal with, since we operate in a very demanding environment.

I took a MTC Developer membership in order to get the best and fastest support as possible, but this is not happening to our satisfaction. We uninstalled the themes and software and found another party who can give us the support we need. I want a full refund. Please make it happen!

Kind regards,

John Roeland

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