

# eaReckon webshop - Frequently Asked Questions

1. **What will I get once my purchase made?**
2. **I cannot register my serial number in my account.**
3. **I just created a (user or customer) account but cannot login.**
4. **I purchased a serial number but did not receive any email.**

## 1. **What will I get once my purchase made?**

All products in the webshop are downloadable only. You will not receive a box nor any physical CD-ROM.

Once your purchase validated by Paypal, you should automatically receive **several emails**. One of them contains your **serial number(s)** for the product(s) you purchased.

Another one provides a link to a **PDF guide** ([BloXpander Guide](#) – [Plugins Guide](#)) which explains how to download, install and authorize the software. Alternatively this email can provide a link to an archive containing installers and the same **PDF guide** (or a PDF manual which contains the download, installation and authorization instructions).

## 2. **I cannot register my serial number in my account.**

Your **customer account** (used to purchase serial numbers from the webshop) is separate from your **user account** for more privacy and security.

**Even if you already have a customer account that you used to purchase a serial number, you will have to create a user account ([www.eareckon.com](http://www.eareckon.com)) to register, download and authorize the software.**

The opposite is also true... If you already have a **user account** (which you used to download some freeware or access the forum, for example), you will have to create a **customer account** to purchase products from the webshop.

**An email address is used to log into the webshop while a screen name is used to log into user accounts** (main site - [www.eareckon.com](http://www.eareckon.com)).

You will find more information and step-by-step instructions in the **PDF guide** ([BloXpander Guide](#) – [Plugins Guide](#)) about download, installation and authorization procedures.

## 3. **I just created a (user or customer) account but cannot login.**

When a new account is created, an email containing a validation link is sent to the subscriber. You must click on this link to activate your account before you can use it.

If you do not receive this validation email, please check your spam folders.

If you still cannot find any email, please contact support[AT]eareckon[DOT]com.

If your account has been validated, please check that you are not trying to log into your user account with your customer login and password (and vice versa).

**4. I purchased a serial number but did not receive any email.**

These emails may have been moved to a spam folder. Please check your spam folders for any email related to your purchase.

If you cannot find these emails, please log into your customer account (webshop) and as far as your Paypal payment as been validated, your serial number should appear in your online invoice (**Order History**).

Once your serial number retrieved, please download this small **PDF guide** ([BloXpander Guide – Plugins Guide](#)) which explains how to download, install and authorize the software.

If a problem occurred with your Paypal payment or should your invoice not be available in your 'Order History', please contact support[AT]eareckon[DOT]com and everything will be manually checked.