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ThunderMotion: <https://videohive.net/user/thundermotion/portfolio>

# ABOUT ITEM SUPPORT



If you purchase this item from [Videohive](#). Then, please contact us with the invoice for free support.

However, if you download this item from [Envato Elements](#), it does not come with any support. To learn more about the support policies, please visit this link: [Item Support](#) .

Although you can get support, but *you have to pay extra*. Contact us for details. Thank you.

You can contact here.

**Email:** [Thundermotion2021@gmail.com](mailto:Thundermotion2021@gmail.com)

## FAQ

### How long does it take to receive a reply?

We aim to respond within 24 hours during business days. In some cases it can take up to 7 business days.

### I got this item from Envato Elements, Now can I get free support?

Apologies, but support is not provided for items obtained through Envato Elements. To receive support, please ensure you've purchased the item directly from Videohive. Alternatively, you can opt to purchase a separate support service directly from us.

### How can I get the Sound Effects used in the preview?

The sound effects featured in the preview are exclusively crafted by our team and are not available elsewhere. To access these unique sound effects, please get in touch with us. [\[Note: The sound effects are available as an additional purchase.\]](#)

If you have any questions or need any help, feel free to contact with us.