

FAQ's for THS

Do I have to cancel my existing subscription?

Yes, please go ahead and cancel your current subscription through your PayPal account. We will be disabling automatic renewal but this will help if you do it now. If you need help please contact Tamran and she will be more than glad to help you tam.ths@hotmail.com

Will I still be able to view the show after I cancel?

Yes, for a period of 30 days (from launch of new site) existing paid subscriptions will be able to log in and view episodes using the links provided (depending on the type of subscription you have paid for). After the 30 days the links will be disabled.

ultimate- <http://www.thematthardyshow.com/amember/ulm/mem.php>

platinum-

http://www.thematthardyshow.com/amember/plugins/protect/new_rewrite/login.php?v=-2&url=/green_xml/mem.php

Will I need to make a new account for the new site?

Yes. Your current account will be of no use on our new site. So when it's time to sign up, you **MUST** create a brand new account through our new site and system. You must fill out the complete form provided to be able to log in and purchase any items, episodes or subscriptions.

Must I include my credit card information just to register?

Yes, this will be required. Once you have done this all you simply have to do is log in with your log in information and purchase with a click of a button.

What forms of payment do you accept?

We will no longer be taking PayPal as a form of payment. We only take Visa, MasterCard, Discover or American Express.

What viewing options do I have?

We are offering 3 different types of monthly subscriptions. Please be sure to read and understand what our new subscription services offer. This is very important as some pricing and details have changed! We will also offer on some of our episodes the option to purchase and download right to your computer. (This is only available on certain episodes, not all). We will also offer a "pay per view" option which means you pay once to view a certain episode through our website.

How do I start a new monthly subscription?

Go to the main site. Once there click on "join now" on the top left or click on one of the subscription offers located under the "membership options" on the left side of the site. Once you click on one of these you will be taken to a page that describes what each subscription offers and what it costs. You then simply click on "subscribe" to sign up. If you have already made your account you would just simply log in with

you log in information. If you haven't made a new account you may do so at this point.

If I choose a monthly subscription will payment come out monthly?

Only if you want this option. When you choose your subscription and continue to the payment area you will be asked if you want recurring, if you do not want this option please choose at this time. Other wise payment will come out monthly on your credit card.

What if I don't want a monthly subscription, how do I view the show?

1. To view any episode with our "pay per view" service you simply click on "Hardy Shop" at the main site. Once on the new shop page click on "videos" at the top. That will then list all of our DVD's. Click on a DVD and it will show you a list of all the episodes. Click on an episode name and it will give you the pay per view price. You then just click on the pay per view button under the price. If you haven't signed up for an account you may do so at this point by clicking "register". If you have created an account you would simply just log in to finish payment.

2. On some of our episodes you can pay to download them directly to your computer to watch any time you wish. This is only available on certain episodes. While browsing our list of episodes you will see "download price" if that episode can be downloaded. Click on "add to cart" to continue with this purchase and download. Remember we do not offer this on all of our episodes.

How do a purchase your DVD's, T-Shirts and other products?

From the main website you click on "Hardy Shop". Once on that page you click on "products" at the top menu. From there you click on the options listed on the left side. For example click on DVD's, then chose from th elist of DVD's offered. It will then give you the price and if you wish to purchase click "add to cart". You can then finish your purchase or continue shopping. You can click on "cart" located at the top at any time while shopping to get back to your cart as well. You then click "check out". If you aren't signed in you will be asked to do so at this point. If you haven't made an account you can do so by clicking "register".

What is your shipping and handling cost to order your products shipped to my home?

Shipping and handling charges are determined on where you live and how much you order. This will be completed through check out.

Who do I contact if I need help?

Please email Tamran Thigpun at tam.ths@hotmail.com. She will get back with you as soon as possible. Please check your bulk/junk folder for replies if you do not see a reply in your inbox. As sometimes her emails will go to these folders.)