:Hebenon Vial: **Frequently Asked Questions 2012**
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CONTACT INFO:

:Hebenon Manager:
Satine Kalinakov

:Hebenon Owner:
Trisha Zweig

Official Blog:
http://hebenon-vial.blogspot.dk/

Official Facebook:
http://www.facebook.com/pages/Hebenon-Vial/306775119382371

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FAQ:_____

1: ITEM EDITING/ADJUSTING

1.0: Do you do customs?

No, sadly I no longer accept customs.
Ideas, however, are more than welcome.
Drop me, or my manager, a notecard.

1.1: Can you help me adjust one of your items to fit me?

In SL it's impossible to edit an item worn by another resident.
I can't be of much service as to the item editing / adjusting.
Here are a few tricks / notes, however:

• SL Zoom limit can be avoided: Hit Ctrl+0 multiple times,
to zoom closer. Hit Ctrl+9 to snap back to default.

• My piercings often have "shadowprims" behind them.
Use Edit -> Edit Linked Parts and **hold Shift** while selecting pieces to select multiple objects.
That way you can select a whole piercing "part" and move the whole thing.

• ALWAYS keep a "clean copy" - that way you always have a backup.

1.2: Can you edit this item for me so it'll have another texture?

Yes I can. Drop a notecard to my Manager and she will pass on the message.
As for color/else, you can do this yourself, the piercings are MOD.

1.3: I edited an item without saving a copy and now it's broke! Help!

You'll have to learn to always make a copy when you edit your stuff
even if it's learning the hard way. My perms are Mod/Copy,
so you're very much able to make said copy. Unfortunately, no refunds
if you're yourself responsible for "breaking" your item.
You'll have to pay for a new one.

[redacted] 1.4: I edited my object and the shadowprims are all wrong now!

Most of my new piercing sets have shadow prims.
These prims are mostly placed behind each seperate piercing jewelry.
REMEMBER TO ALSO grab the shadow prim, - and/or the piercing's "root".

Go to Tools -> and click Edit Linked Parts (Ctrl+Shift+E) - now you can hold Shift down, and grab multiple individual piercing objects including the shadow prim.
You can then move all your selected pieces together, thus avoiding having to grab every single one, or battle with the whole linked set.
Try it out - and ALWAYS SAVE a clean copy.

Note: Most of my piercing sets have TINTABLE shadow prims. This means you can change the color of the shadow prims by shift selecting them. **Be careful** with changing color of the whole set!

[redacted] 1.5: I rezzed the piercings and now I can't find them!

First off, if you're on a land that has autoreturn,
the piercings will show up in your **Lost and Found** folder.
If you're on your own land you might be able to find your piercings,
by selecting the "show objects" under Land and cam around (your objects will light up in white)

If none of the above, there's no choice but to cam every inch around you.
If you open the Build window BEFORE you rez your item, the item will be automatically selected.
A good tip would be to rez the piercings on a white/black surface,
so they're easy to see since they're very small.

Sadly I don't refund "lost" piercings.

[redacted] 1.6: I'm no good at editing objects! I've tried and tried but they're so tricky. What do I do?

Practice makes pro. There's nothing I can do but recommend you try until it works.
REMEMBER TO SAVE A COPY before you edit. For help: go to the Hebenon Blog:
http://hebenon-vial.blogspot.com/ - Or see question 1.1

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[redacted] 2: ERRORS/ALIKE

NOTE: Always send a notecard with your problem.
That way you're 100% sure your message gets through to me.
DO NOT use the Second Life profile website, or e-mails. Customer support is inworld, only!

[redacted] 2.0: I purchased one of your products on the Marketplace, but didn't get it! What do I do?

First off you log into your account on www.secondlife.com.
Then you find "Transaction History" under "Account" and copy THE FULL INFORMATION.

Then you send it to me in a notecard.
You can also go to World -> Account History, or on your Transaction History in your SL Marketplace.
When sending me transaction history, **here are the Do's and Don'ts:**

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- DO'S:

• Notecard should be named: Undelivered item marketplace (and your full SL name).
Example:
" Undelivered item marketplace Trisha Zweig "

• COPY THE WHOLE INFORMATION about your product purchase in your transaction history.
This includes name, date, item name, >> ORDER ID <<!, etc.

• Always send as a notecard!

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- DON'TS:

• Notecard shouldn't be named **anything else than above** or alike. Example: " help plz " won't do.

• Do not just type in your name and product that isn't delivered.
The marketplace has a search feature for me, which makes it easier and faster to redeliver.

I'll need full transaction history ->> OR AT LEAST the 10 number long order ID. <<-

• " hi i bought the pitch piercings but i didnt get them can u resend plz " is **a big no-no**.

• Don't send this as an IM! Notecard only!
AND DON'T POST IT ON THE MY.SECONDLIFE PROFILE!

Be aware that due to many people shopping at the Marketplace every hour of every day, the servers are busy thus causing "lag". You may want to wait and hour or two, to see if your item shouldn't suddenly pop up.

▇▇▇ 2.1 I purchased one of your products at your Store, but didn't get it! What do I do?

Go to the store and find the " REDELIVERY TERMINAL " which is the computer on a desk.
Click it and go to the page (best would be to open in your own browser)
Find your lost item on the list and choose REDELIVER.

Done!

▇▇▇ 2.2: I didn't pay the full price / I paid more than the product picture said?

This can be two things:
1: Me being too lazy to re-do the board picture if the price has been lowered.
2: Me having typed in the wrong price.

Please notecard me if you run into this, it would be most appreciated.
Of course you shouldn't pay more than the picture says!

▇▇▇ 2.3: SL is saying "Could not load object - Object is missing from Database" when I try to wear. Help!

Try to Clear your Cache by going to Edit -> Preferences -> Network and hit the button called Clear Cache. Then relog. If the item isn't back then I'm sure SecondLife is working on the problem. Wait a day or two.

If it still gives you the error message: take a snapshot when it gives you the message and send it to me.

Click wear and be ready with your Print Screen button (Ctrl+Alt+Print Screen).
Upload the image back to SL. I'd prefer if you have your inventory

Besides this screenshot I'll need the transaction history details on the item.
Go to www.secondlife.com, login; hit the arrow next to Account and find 'Transaction History'.
Go back in the dates to find the item and copy the information on the item,
and paste that into the notecard to me. If you don't have the transaction history see Question #2.7.

If all this has been done I can send you a new item.
I will however wait yet another day or two, because the item might just pop up again.
If it does, send me an IM saying it's back.

2.4: I can't find my item at all! Help!

You might have accidentally renamed or move your item.
Try searching every inch of your inventory. Also, search your trash.
If the item still isn't there, there's sadly nothing I can do if SecondLife has actually sent you the product. Maybe it's inside another folder? All my items begin with :Hebenon Vial:
Use the Inventory Search Bar.

If you can't find it, you can get your item redelivered. See questions 2.0 & 2.1 on how to get a redeliver.

2.5: The piercings I got are not the ones on the picture!

Again a fault on my behalf. Packing so many boxes is harder than it may seem, and sometimes,
I - simply - fuck it up. Send a notecard and we'll meet up so I can see the problem.
REMEMBER to notecard me the purchase of the item from your Account History.

2.6 I bought an item long ago, now I see it's at your store in a new / updated version. How do I get it?

Transaction histories get deleted over time.
Send a notecard and you'll be sent a notecard with instructions.

3: POLICIES

3:

STORE POLICY

When within the walls of the :Hebenon Vial: these are the rules:

3.0 SPAM/ADVERTISING

• No spam of any kind (this includes Bloodlines, the Hunger and everything else of the sort)
Violation will result in a ban.

• No advertising of any kind (group invites, LM's, NC's / else of the sort)
Violation will result in a ban.

• No begging.

• No spamtools of any kind (Omni, Mystitool etc.) **NO COPYBOT.**

3.1 RESPECT

• Respect the other customers and don't gesturebate.
Violation will result in the Eject button being put to use.

• Respect the SIM and clean up after yourself.

• No trespassing on the area above the store (if you fly over 1000meters)
This personal SL space and the only part of the land which is NOT public.
Without permission, violation will result in a ban.
I do not tolerate people with no respect for personal grounds.

ITEM POLICY

3.2 REFUNDS / REDELIVERY

Items are MOD/NOCOPY/NOTRANS or NOMOD/COPY/NOTRANS.
I will not sell my items / textures full perm.
And I don't do the affiliate vendor thing.
Most of the :Hebenon Vial: products are **no transfer**.

This means, you can't send them back to me however much you wish you could.
This means: No refunds if you don't like the product, impulse buying is not a fault on my behalf.

No refunds even if you didn't realize the amount of editing needed for the product.
Practice makes pro. Again, I can't express this enough: **you can't CTRL Z a purchase**, be aware of this.

As for delivery, I gladly redeliver an item that didn't reach you.
I'm not a completely unreasonable woman, even though many would think so.
Send me a notecard, I won't bite. If your situation is completely hopeless,
we can figure something out.

▇▇▇▇▇ 4: GIFTING/BLOGGING

4:
▇▇▇ GIFTING

To all who request gifting, go to the Marketplace and use the gift option through there.
If you want to gift in world: go to the store and use the "Gift this item" button at the bottom of the product boards. Follow instructions and you're done!

(Note: On some of the boards the gifting logo is on the bottom side of the board. Cam upwards to see it)

▇▇▇ BLOGGING

To all who request blogging one or more of the :Hebenon Vial: Items:

Blog requests are more than welcome!
I do, however, **have a few standards** that I want met before I allow :Hebenon Vial: to be featured on your blog:

• **Experience:**
I want you, as a blogger, to know what you are doing. I realize Bloggers recieve plenty of gifties for their blogs. I don't hand out candycakes if I'm not sure it'll be rewarded with hard, serious work.
• **Skills:**
Probably figured from the above ^ that I want the Bloggers featuring an item of mine to have skills.
This means high quality well made pictures; acceptable photography work aswell as

manipulation work. Also, your Blog should have a nice layout and be welcoming and **easy to navigate**.
• Popularity:
I only hand out gifties to Blogs that are busy. Feel more than welcome to specify a hits-per-day,
in your Blogger Request notecard.
• Style:
I don't have any code as to the style, but I expect it to be new and interesting.
:Hebenon Vial: is about everything else than boring looks, keep this in mind.

For more information, send a notecard in-world.

▇▇▇▇▇ 5: KNOWN BUGS

▇▇▇ 5.0: Why does the shadow prims look all solid black and weird?!

This is a graphics bug which has been a menace to me the past months.
I guess somewhere in the new version, at least for Firestorm, something
went wrong. For some reasons transparent textures often aren't shown right.
This has also been a problem for prim eyelashes, etc.

There is, however a solution for the shadowprims on the piercing sets:

1) Rez your product on a, preferred, white surface.
2) Use Build -> Edit Linked parts to Shift-select multiple shadowprims
3) In the Texture tab set the Transparency to **at least 1**

The transparency will help SL render the transparent shadow texture properly!

▇▇▇ 5.2: Why are some of my piercing prims missing?!

Another known bug which is also a pain in the neck.
If you are wearing the piercings and objects are missing,
know that they're not really missing they're just not being rendered.

Click them once or twice, or right click and choose Edit, the prims
should pop up immediately. Often there's nothing wrong with the product, it's just SL (as always) !

5.2: My piercing textures won't rez!

This can either be SL or a fault on my behalf. Send me a notecard with a snapshot, of the unrezzed piercings. Note: I might tp you or ask for a tp to see if they load up on my screen.

I might ask you to change viewer to see if it's a viewer bug.
The final reason for this problem can be the "temporary image" files I sometimes use when I build.
They problem is, mostly they rez to me just fine even though still temporary.
If this is the problem you will, ofcourse, recieve a sparkly new, fixed item!

6: COPYRIGHT REMINDER

All of the items of the :Hebenon Vial: (aswell as board pictures, logo, etc) are protected by copyrights laws. **Anyone copying the items and thereby violating said copyright laws can and will be prosecuted.** If you do not respect my copyright claims, I won't respect you either.

Creators all over SL **work hard** to make custom items that are unique, they are set for a price as with all other creatively created products, also in the Real World. This goes for SecondLife too, and if you can't afford it **then don't play it**. When you accept an illegally copied item you are literally pissing on the creators of the product – in other words it’s disrespect for private property.

If you find anyone in the store/other places offering you :Hebenon Vial: items, know my items are NO TRANSFER thereby **they cannot be resold unless it's an illegal copy**.

Throw me a notecard IMMEDIATELY with the person's and some sort of documentation of this,
and I'll personally see to it that this person **never sets foot in SL again**.
Illegal copying will be reported to LL immediately and this will result in a permanent ban from SL.
Having illegal copies in your inventory **is also violating the laws**.
Say no to copies and yes to the originals!

▇▇▇ 6.0: Someone stole/copied one of your items! (Important)

This has, sadly, happened before. What you need to do is screenshot everything you can of this person. Including name tag if possible. If you don't know how to do this ask any experienced SL player for help. Inspect the product worn by right-clicking it and choose Inspect. **If all the objects are under the same name, date AND same time with only a few seconds in between**, there's a good chance it's copied.
If this person is sending the item around to you or others for free or for a price, it's an illegal copy!
Send me a log of the IM if you've talked with the person and a screenshot of it.

Send me all information you gather from this person, screenshots, LM to store or marketplace link etc. I will report the person to LL and if you were right about the item being copied there could be a reward for you.

STOP the copy botters!

End of FAQ.

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