

Refund Request for Lexington Themes

25 messages

To: [REDACTED] <[REDACTED]> 8 June 2026 at 01:34

Hi Michael,

I'm requesting a full refund for my recent purchase of your Lexington Themes Full Access Bundle purchased for \$112.44 USD on June 5, 2026 (Invoice #: LEXINGTON-THEMES-2237).

The templates are non-functional/broken (links, directory structure, etc.) and are generally of low quality and lack attention to detail (spelling mistakes, copy/paste errors between pages/templates, pixelated images/graphic assets, etc). The item is therefore "not as described" or does not work the way it should.

Here are a few examples from spending ~15 minutes going through 2 out of 45 templates:

Buio:

- 'Sing up' button text instead of 'Sign up'
- Contact: correct URL is '/contact/' not '/forms/contact/'

Spazio Bianco:

- Legal: '/legsl/terms/' instead of '/legal/terms'
- 'LimeStripe' image asset is pixelated on all pages
- '/customers/1' has 'Integrations' as the heading instead of 'Customers'
- '/src/components/foundations' instead of '/src/components/foundations'

When purchasing a product, it's reasonable to expect that it functions as-is without needing to review/test all features, document the issues, and wait for an update. This should have been completed prior to offering the templates for sale. I understand according to your refund page (<https://lexingtonthemes.com/legal/refund>) you are committed to fixing issues, but in this case, there are too many issues to name/fix and the product is beyond repair.

Please provide a full refund within two weeks. If I do not receive a full refund, I will be disputing this purchase with my credit card company.

Thank you for your attention to this matter.

Michael Andreuzza <[REDACTED]> 8 June 2026 at 15:08

Hi Scott,

Thank you for taking the time to go through the templates and for laying out your notes in detail. I've reviewed each point carefully against the refund policy you referenced, and I want to walk you through where things stand.

First, the important part: every item you mentioned is placeholder copy and cosmetic text, not broken functionality. A "Sing up" label, a /forms/contact/ vs /contact/ link, or /legsl/ vs /legal/ in a demo route are typos in starter content — each is a literal two-second edit, and all of it is meant to be replaced with your own copy and routes anyway. Templates ship with placeholder text precisely because you adapt them to your own brand, content, and URL structure. None of this prevents the templates from building, running, or being used as intended.

On the specific points:

- **Copy/typos** (Sign up, legal, customers heading, foundations): placeholder text, edited in seconds, and replaced by your own content during normal setup.
- **Link paths** (/contact/, /legal/terms/): demo routing that you wire to your own pages, not a defect in the template.
- **"LimeStripe" image**: I've checked this directly against the live demo and the asset is not pixelated. It renders cleanly at the intended resolution, so I'm unable to reproduce that issue.

Under the refund policy, "not as described" means the product is materially different from the live preview, it isn't. The templates match the demos and function as shown. Where genuine small issues exist (like a typo in placeholder text), the policy states I fix them promptly via an update rather than treating them as grounds for a refund, and I'm happy to push those minor corrections.

I also have to be straightforward about eligibility. The policy clearly states that refunds are not provided once an item has been downloaded or accessed on GitHub. Your purchase has been accessed, so the products are already in your hands. Only that reason this request does not qualify for a refund.

Regarding a chargeback: I'd genuinely prefer not to go there. Because the templates were downloaded and accessed, a dispute would be contested with that access and download record as evidence, alongside this policy that you agreed to at purchase. That process typically results in the dispute being declined and the access being revoked, so you'd risk losing both the refund and the templates.

Rather than treat these as grounds for a refund, I've already gone ahead and fixed every issue you raised. The "Sign up" label, the contact links, the /legal/terms path, and the customers page heading have all been corrected and pushed to the repositories, so the updates are live and available to you right now. (The LimeStripe asset I checked directly and it's rendering at full resolution, so there was nothing to fix there.)

That's exactly what the support and update commitment is for: small issues like these get corrected promptly via an update, which is what has happened here.

Best, Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]
Location: Mariehamn, Åland Islands
Web: michaelandreuzza.com

[Quoted text hidden]

To: Michael Andreuzza <[REDACTED]> 8 June 2026 at 16:33

Thank you for your response. I don't find your resolution acceptable because the product is broken and as such is in a non-saleable state. Nowhere on the website did you describe the templates as being broken/non-working. Had I known that beforehand, I wouldn't have purchased the product. I also couldn't have known your product is broken unless I downloaded/accessed them in order to try them.

Since the product is dysfunctional, has too many issues to name/fix, and you refuse to provide a refund, I will be raising a dispute with my credit card company for a chargeback.

Scott

----- Original Message -----
[Quoted text hidden]

Michael Andreuzza <[REDACTED]>
To: [REDACTED]

8 June 2026 at 16:51

Hi Scott,

Thank you for the follow-up. I want to address your points directly and fairly.

The product is not broken or non-functional. The templates build, run, and match the live demos exactly. What you reported were a handful of minor placeholder-copy and cosmetic items, a "Sign up" label, a couple of demo link paths, and one section heading. To demonstrate, I have already corrected every typo/path you listed and pushed the updates to the repositories. They are live and available to you now to fork and download.

- "Sing up" > "Sign up"
- /forms/contact > /contact
- /legsl/terms > /legal/terms
- Customers page heading corrected from "Integrations" to "Customers"

These corrections are recorded in the public commit history of each repository, made on June 8, 2026:

- **Buio**: Lexington-Themes/buio, commit e7ab157
- **Spazio Bianco**: Lexington-Themes/spaziobianco, commit 4e450be

The fact that every issue you listed was fixed within minutes is itself the clearest evidence that the product is neither **"broken"** nor **"beyond repair."** A product with "too many issues to name/fix" cannot also be one where every named issue was resolved the same day, those two claims contradict each other.

For context, these templates are in active use by over 9,000 customers who are building and shipping real products with them. They are fully functional and more than usable as delivered. Characterizing them as **"broken," "non-functional,"** or **"in a non-saleable state"** is not consistent with that, nor with the live demos that have been publicly available the entire time. The handful of placeholder typos you identified, now corrected, are a normal part of starter templates that are meant to be populated with your own content, and they do not affect functionality.

On being able to evaluate the product beforehand: The full, interactive live demos are published publicly on the website and are accessible for preview to anyone before purchase. They show exactly what is delivered, down to this placeholder content. The product was accurately described and is materially identical to those previews, which is the standard our refund policy, the one you agreed to at the time of purchase, uses to define **"as described."**

That policy also states clearly that refunds are not provided once an item has been downloaded or accessed on GitHub. Your purchase was downloaded and the repositories were accessed and forked via your connected GitHub account on June 5, 2026, so the products are fully in your possession.

Regarding the chargeback: that is your right to pursue. If you do, I will respond with the relevant evidence, the publicly available live demos, the purchase and download record (Invoice #LEXINGTON-THEMES-2237), the GitHub access and fork records tied to your account, the refund policy you accepted at checkout, and the commit history showing that every issue you raised was resolved promptly.

I'd also want you to be clear on the likely outcome: because the templates were downloaded and forked through your connected GitHub account, disputes like this are typically resolved in the seller's favor on that evidence. Per the license terms, repository access is also revoked the moment a purchase is reversed. So the realistic result of a chargeback is that you lose access to the themes and do not receive a refund, leaving you with neither, rather than the working product you already have today.

The issues you raised are fixed, the product works as shown, and I'm happy to help with any questions you have.

Best,

Michael Andreuzza

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

[Quoted text hidden]

[REDACTED] <[REDACTED]>
To: Michael Andreuzza <[REDACTED]>

8 June 2026 at 17:02

Are you able to respond without using AI? The fact that you are using AI to respond strongly suggests that you used AI to build the templates and that's why they are broken and non-functional.

Please keep in mind that these issues were identified within spending a few minutes on 2 out of the 45 templates. I'm sure if I spent additional time going through the remaining templates I would find hundreds of broken/non-functional elements. I do not have the time to do this and you cannot expect customers to be your quality review. The product should work as-is upon purchase. I'm seeking a refund because you are selling a broken product, which you did not advertise prior to sale and prior to use.

Scott

----- Original Message -----
[Quoted text hidden]

Michael Andreuzza <[REDACTED]>
To: [REDACTED]

8 June 2026 at 17:24

Two quick points, and then I'll consider this closed, as I've already covered the rest.

These templates are hand-coded by me. I'm a professional designer and developer, they are not built with AI, and how I word an email doesn't change that.

Calling the product "broken" or "non-functional" doesn't make it so. The only issues you found were minor placeholder typos, which I fixed the same day, and which you'd be replacing anyway with your own copy when setting the templates up. The working product is public in the live demos and is used by 9,000+ customers, so I won't accept that false characterization as grounds for a refund. My position is unchanged.

I maintain my themes regularly, so I know they work, and they work very well.

If you find something specific, you can reach me by email or in the Discord channel, the access is on your Polar benefits and I'll take a look.

Otherwise this is resolved, and you're free to file a chargeback if you choose.

Michael

Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

[Quoted text hidden]

To: Michael Andreuzza <[REDACTED]> 8 June 2026 at 17:42

Hi Michael,

Calling the issue "resolved" doesn't make it so. I requested a refund and still have not received it.

Within this e-mail chain you have admitted that the product has issues (and therefore the product can be considered broken) and your only resolution to the product's broken state is for me to spend my time combing through your product to find all of the mistakes and issues in order for you to fix them.

You as the creator and owner of the product should have done this beforehand. This is especially true if you are a "professional designer and developer," as people who usually describe themselves in this way produce higher quality work.

The product is not as described. You did not describe the broken state or issues the template had prior to purchase. I also could not find all of the issues identified without downloading the templates as they would not all have been visible in the live demos. Your resolution is non-satisfactory that I spend my time identifying/fixing the issues with your product to get it into a working state. The product should work as-is when you offer it for sale and this isn't the case.

If I do not receive a refund for the broken product, I will pursuing the matter further with my credit card company to try to find a resolution.

Scott

----- Original Message -----

[Quoted text hidden]

Michael Andreuzza <[REDACTED]> 8 June 2026 at 18:10

To correct you: I have not said the product is broken, and fixing a few placeholder typos is not an admission that it is. Minor copy in a starter template, text you replace with your own during setup, is not a functional defect, and correcting it promptly is normal support, not evidence of a "broken" product.

The templates function as shown in the public live demos, which is the standard for "as described," and they are in active use by 9,000+ customers. My position has not changed, and this is my final reply on the matter.

As mentioned before, you're free to pursue a chargeback. If you do, I'll provide my response and supporting records to your card issuer directly.

Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

[Quoted text hidden]

To: Michael Andreuzza <[REDACTED]> 8 June 2026 at 18:17

The fact that you had to correct issues (which you conceded are issues that required fixing) with the templates is an admission that the product is broken. Trying to argue that a product with issues is "working" is contradictory. And again, had I known the product was broken prior to purchase, I would not have purchased the product.

When you provide the details to my credit card issuer, please include that fact that the product had issues (and was therefore is a broken state) upon the time of purchase.

Scott

----- Original Message -----

[Quoted text hidden]

To: Michael Andreuzza <[REDACTED]> 8 June 2026 at 19:19

Hi Michael,

I'm reviewing your website and I don't see a disclaimer that the products may not work as intended. I will be adding this to my claim unless you can provide evidence otherwise.

You may want to add this to your site if your intention is that customers find and fix issues with the templates instead of you providing a working product. Again, products for sale should work upon purchase and customers shouldn't be expected to fix the product.

Scott

----- Original Message -----

[Quoted text hidden]

To: Michael Andreuzza <[REDACTED]> 8 June 2026 at 21:29

Hi Michael,

To add further support to show that the product is broken, here are a number of issues identified with the AEIen template:

- There is a Vite warning that the installed version is incompatible with the Astro version used
- The search button doesn't work
- When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do."
- The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026
- The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive
- The image logos aren't showing on the Integrations page
- The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up properly
- The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)
- Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)
- Clicking Overview > RSS leads to a 404 page
- Clicking Overview > Terms of use (sp) leads to a 404 page
- Clicking Overview > Privacy Policy leads to a 404 page

As you can see, there are issues in each of the templates reviewed so far, and the problem is much worse than you described. Dismissing the issues doesn't negate the growing examples that the templates I purchased are non-functional.

Scott

[Quoted text hidden]

Michael Andreuzza <[redacted]>
To: [redacted]

8 June 2026 at 22:18

Scott,

I went through every point on your list. Most of them are simply not true, and I've attached screenshots so you can see for yourself. The rest are normal template behavior or placeholder content, not defects.

- **Vite warning:** there is none. (screenshot)

```
ncu -i
+ aeIen git:(main) ncu -u
Upgrading /Users/michaelandreuzza/Desktop/aeIen/package.json
[=====] 9/9 100%

@astrojs/sitemap    *3.7.2 → *3.7.3
@tailwindcss/typography *8.5.19 → *8.5.20
astro               *6.3.5 → *6.4.4

Run npm install to install new versions.
npm i
+ aeIen git:(main) # npm i

added 382 packages, and audited 383 packages in 13s

158 packages are looking for funding
  run 'npm fund' for details

1 moderate severity vulnerability

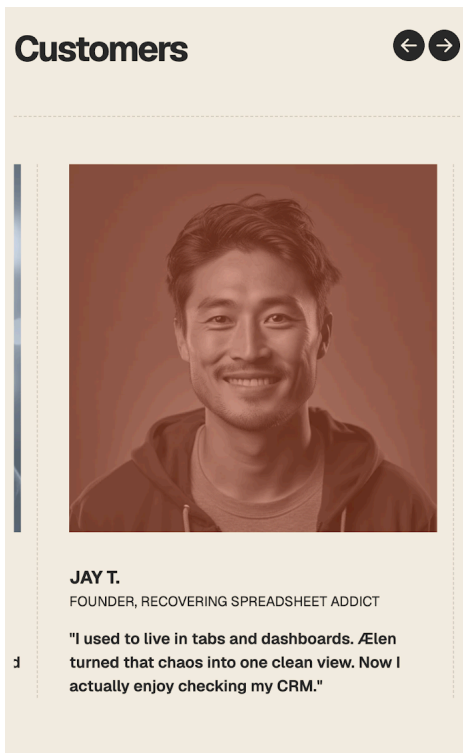
To address all issues, run:
  npm audit fix

Run 'npm audit' for details.
+ aeIen git:(main) # npm run dev

> @lexington/aeIen@0.1 dev
> astro dev

[vite] connected.
21:45:56 [types] Generated ssm
[vite] connected.
21:45:57 [content] Syncing content
21:45:57 [content] Astro config changed
21:45:57 [content] Content config changed
21:45:57 [content] Astro version changed
21:45:57 [content] Clearing content store
21:45:57 [content] Synced content
astro v6.4.4 ready in 1743 ms
Local   http://localhost:4321/
Network use --host to expose
21:45:57 watching for file changes...
```

- **The search button doesn't work:** Works as intended.
- **When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do."** this does not happen.
- **The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026**
This is placeholder copy text, you are supposed to add your own text
- **The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive**
The customers section its a testimonials section, it works completely fine. and buttons are responsive



- **The image logos aren't showing on the Integrations page**
The cards are intentionally designed without logos.
- **The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up properly**
The show completely fine
- **The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)**
Blog "/blog-two/" link in the menu — that was a wrong path. It's corrected and pushed.
- **Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)**
The numbers are index numbers, the blog landing page is showing from new to old, again nothing broke
- **Clicking Overview > RSS leads to a 404 page**
Typo on file, already deployed and available
- **Clicking Overview > Terms of use (sp) leads to a 404 page**
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality
- **Clicking Overview > Privacy Policy leads to a 404 page**
Same as above.

To summarize; of the twelve points you listed, exactly one was an actual issue, a single mistyped link path, and it has been corrected. Every other item is either factually incorrect, as the attached screenshots demonstrate and your misunderstanding of how the template is intended to work. A product with one minor, already-fixed link path is not, by any reasonable standard, "non-functional" or "broken."

I've now addressed each of your claims in detail across several emails and demonstrated, with evidence, that the product works as described. My decision on the refund is final and will not change. You are within your rights to file a chargeback, and if you choose to, I will respond to your card issuer directly with my full account of this correspondence, the screenshots, the purchase and GitHub access records, and the refund policy you agreed to at the time of purchase. I am confident in that evidence.

This is my final reply on the matter.

Michael
Mvh
Michael Andreuzza Vega
Email: [REDACTED]
Location: Mariehamn, Åland Islands
Web: michaelandreuzza.com

[Quoted text hidden]

To: Michael Andreuzza <[REDACTED]> 8 June 2026 at 22:42

Hi Michael,

Here is the Vite warning I'm getting in each of your templates:

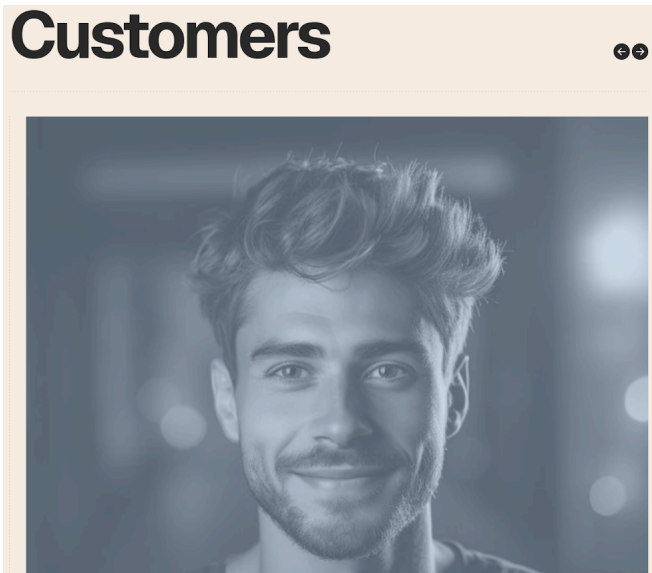
```
► Vite 8.0.16 detected in your project.  
Astro requires Vite 7. Add "overrides": { "vite": "^7" } to your package.json to avoid issues.
```

For the search button, I'm not sure what the purpose is then if it's intended not to work. Shouldn't it link to the search page or search pop-up? Otherwise the template is suggesting that there is content that exists that does not exist. This is how it works for other buttons/links (sign in, sign up, etc).

When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do. this does not happen.

I can possibly find a way to screen record this happening if you like.

This is what my Customers section looks like:

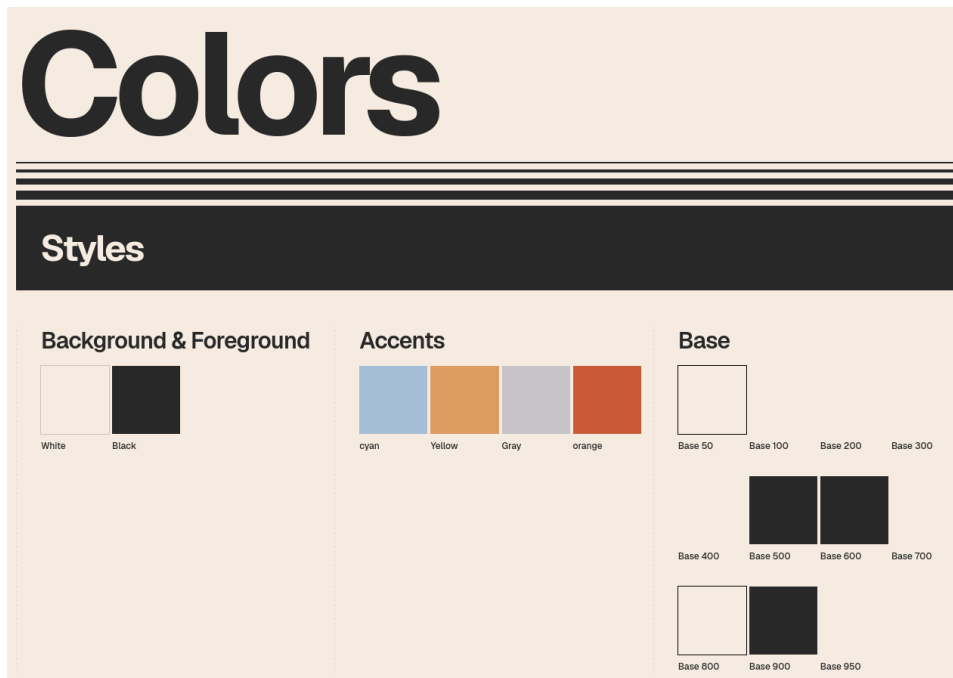


Every image is displayed in full width of the screen and the buttons do not do anything. They are unresponsive.

The image logos aren't showing on the Integrations page
The cards are intentionally designed without logos.

Then they appear to have spacing issues. There is a massive gap where an image (brand logo) would normally be.

This is what I get for the Colors section:



The colors I mentioned are missing or do not appear.

Clicking Overview > Terms of use (sp) leads to a 404 page
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality

But I should be able to access the template pages and there's currently no way to do this because the link is broken.

Did you test these templates in all major web browsers? There's nothing on your website to suggest these templates are only compatible with specific browsers.

I understand that you are not willing to offer a refund despite the issues with the product. However, I need to document all of the issues with your templates for my credit card company and make sure you're aware of them to proceed with the dispute.

To further show support that these templates are broken, here are the issues I found with the Alfred template:

- Same Vite warning that the installed version is incompatible with the Astro version used
- Team > Details page results in a 404
- Overview > RSS page results in a 404
- Blog > Tag Details page results in a 404

Scott

On 6/8/26 3:18 PM, Michael Andreuzza wrote:

Scott,

I went through every point on your list. Most of them are simply not true, and I've attached screenshots so you can see for yourself. The rest are normal template behavior or placeholder content, not defects.

- **Vite warning:** there is none. (screenshot)

```

ncu -H
+ aelen git:(main) ncu -u
Upgrading /Users/micheleandreuza/Desktop/aelen/package.json
[=====] 9/9 100%

@astrojs/sitemap  ^3.7.2  →  ^3.7.3
@tailwindcss/typography  ^0.5.19  →  ^0.5.20
astro  ^6.3.5  →  ^6.4.4

Run npm install to install new versions.
npm i
+ aelen git:(main) / npm i

added 382 packages, and audited 383 packages in 13s

188 packages are looking for funding
  run `npm fund` for details

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To address all issues, run:
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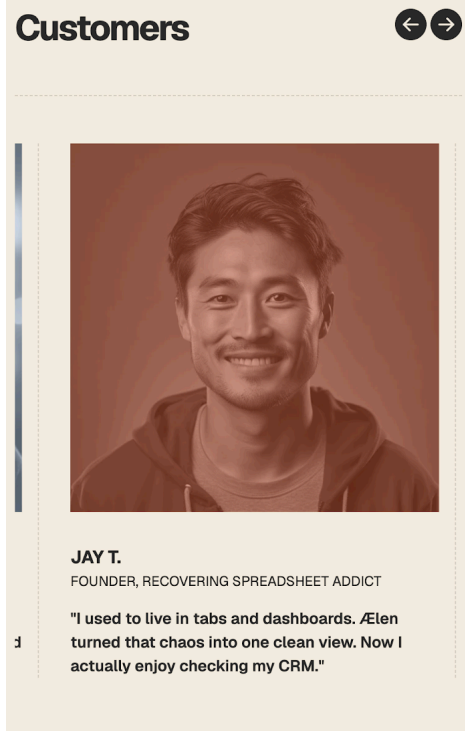
Run `npm audit` for details.
+ aelen git:(main) / npm run dev

> @lexington/aelen@0.0.1 dev
> astro dev

[vite] connected.
21:45:55 [types] Generated @ms
[vite] connected.
21:45:57 [content] Syncing content
21:45:57 [content] Astro config changed
21:45:57 [content] Content config changed
21:45:57 [content] Astro version changed
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astro  v6.4.4 ready in 1743 ms
Local  http://localhost:4321/
Network use --host to expose
21:45:57 watching for file changes...

```

- **The search button doesn't work:** Works as intended.
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Same as above.

To summarize; of the twelve points you listed, exactly one was an actual issue, a single mistyped link path, and it has been corrected. Every other item is either factually incorrect, as the attached screenshots demonstrate and your misunderstanding of how the template is intended to work. A product with one minor, already-fixed link path is not, by any reasonable standard, "non-functional" or "broken."

I've now addressed each of your claims in detail across several emails and demonstrated, with evidence, that the product works as described. My decision on the refund is final and will not change. You are within your rights to file a chargeback, and if you choose to, I will respond to your card issuer directly with my full account of this correspondence, the screenshots, the purchase and GitHub access records, and the refund policy you agreed to at the time of purchase. I am confident in that evidence.

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Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 21:29, <[REDACTED]> wrote:

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Scott

On 6/8/26 12:19 PM, [REDACTED] wrote:

Hi Michael,

I'm reviewing your website and I don't see a disclaimer that the products may not work as intended. I will be adding this to my claim unless you can provide evidence otherwise.

You may want to add this to your site if your intention is that customers find and fix issues with the templates instead of you providing a working product. Again, products for sale should work upon purchase and customers shouldn't be expected to fix the product.

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:17 [REDACTED] <[REDACTED]> wrote:

The fact that you had to correct issues (which you conceded are issues that required fixing) with the templates is an admission that the product is broken. Trying to argue that a product with issues is "working" is contradictory. And again, had I known the product was broken prior to purchase, I would not have purchased the product.

When you provide the details to my credit card issuer, please include that fact that the product had issues (and was therefore in a broken state) upon the time of purchase.

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:10 Michael Andreuzza <[REDACTED]> wrote:

To correct you: I have not said the product is broken, and fixing a few placeholder typos is not an admission that it is. Minor copy in a starter template, text you replace with your own during setup, is not a functional defect, and correcting it promptly is normal support, not evidence of a "broken" product.

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Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

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On Mon, 8 Jun 2026 at 17:42, <[REDACTED]> wrote:

Hi Michael,

Calling the issue "resolved" doesn't make it so. I requested a refund and still have not received it.

Within this e-mail chain you have admitted that the product has issues (and therefore the product can be considered broken) and your only resolution to the product's broken state is for me to spend my time combing through your product to find all of the mistakes and issues in order for you to fix them.

You as the creator and owner of the product should have done this beforehand. This is especially true if you are a "professional designer and developer," as people who usually describe themselves in this way produce higher quality work.

The product is not as described. You did not describe the broken state or issues the template had prior to purchase. I also could not find all of the issues identified without downloading the templates as they would not all have been visible in the live demos. Your resolution is non-satisfactory that I spend my time identifying/fixing the issues with your product to get it into a working state. The product should work as-is when you offer it for sale and this isn't the case.

If I do not receive a refund for the broken product, I will pursue the matter further with my credit card company to try to find a resolution.

Scott

----- Original Message -----

On Monday, 06/08/26 at 10:24 Michael Andreuzza <[REDACTED]> wrote:

Two quick points, and then I'll consider this closed, as I've already covered the rest.

These templates are hand-coded by me. I'm a professional designer and developer, they are not built with AI, and how I word an email doesn't change that.

Calling the product "broken" or "non-functional" doesn't make it so. The only issues you found were minor placeholder typos, which I fixed the same day, and which you'd be replacing anyway with your own copy when setting the templates up. The working product is public in the live demos and is used by 9,000+ customers, so I won't accept that false characterization as grounds for a refund. My position is unchanged.

I maintain my themes regularly, so I know they work, and they work very well. If you find something specific, you can reach me by email or in the Discord channel, the access is on your Polar benefits and I'll take a look.

Otherwise this is resolved, and you're free to file a chargeback if you choose.

Michael

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:02, <[REDACTED]> wrote:

Are you able to respond without using AI? The fact that you are using AI to respond strongly suggests that you used AI to build the templates and that's why they are broken and non-functional.

Please keep in mind that these issues were identified within spending a few minutes on 2 out of the 45 templates. I'm sure if I spent additional time going through the remaining templates I would find hundreds of broken/non-functional elements. I do not have the time to do this and you cannot expect customers to be your quality review. The product should work as-is upon purchase. I'm seeking a refund because you are selling a broken product, which you did not advertise prior to sale and prior to use.

Scott

----- Original Message -----

On Monday, 06/08/26 at 09:52 Michael Andreuzza <[REDACTED]> wrote:

Hi Scott,

Thank you for the follow-up. I want to address your points directly and fairly.

The product is not broken or non-functional. The templates build, run, and match the live demos exactly. What you reported were a handful of minor placeholder-copy and cosmetic items, a "Sign up" label, a couple of demo link paths, and one section heading. To demonstrate, I have already corrected every typo/path you listed and pushed the updates to the repositories. They are live and available to you now to fork and download.

- "Sing up" > "Sign up"
- /forms/contact > /contact
- /legsl/terms > /legal/terms
- Customers page heading corrected from "Integrations" to "Customers"

These corrections are recorded in the public commit history of each repository, made on June 8, 2026:

- **Buio**: Lexington-Themes/buio, commit e7ab157
- **Spazio Bianco**: Lexington-Themes/spaziobianco, commit 4e450be

The fact that every issue you listed was fixed within minutes is itself the clearest evidence that the product is neither **"broken"** nor **"beyond repair."** A product with "too many issues to name/fix" cannot also be one where every named issue was resolved the same day, those two claims contradict each other.

For context, these templates are in active use by over 9,000 customers who are building and shipping real products with them. They are fully functional and more than usable as delivered. Characterizing them as **"broken," "non-functional,"** or **"in a non-saleable state"** is not consistent with that, nor with the live demos that have been publicly available the entire time. The handful of placeholder typos you identified, now corrected, are a normal part of starter templates that are meant to be populated with your own content, and they do not affect functionality.

On being able to evaluate the product beforehand: The full, interactive live demos are published publicly on the website and are accessible for preview to anyone before purchase. They show exactly what is delivered, down to this placeholder content. The product was accurately described and is materially identical to those previews, which is

the standard our refund policy, the one you agreed to at the time of purchase, uses to define "as described."

That policy also states clearly that refunds are not provided once an item has been downloaded or accessed on GitHub. Your purchase was downloaded and the repositories were accessed and forked via your connected GitHub account on June 5, 2026, so the products are fully in your possession.

Regarding the chargeback: that is your right to pursue. If you do, I will respond with the relevant evidence, the publicly available live demos, the purchase and download record (Invoice #LEXINGTON-THEMES-2237), the GitHub access and fork records tied to your account, the refund policy you accepted at checkout, and the commit history showing that every issue you raised was resolved promptly.

I'd also want you to be clear on the likely outcome: because the templates were downloaded and forked through your connected GitHub account, disputes like this are typically resolved in the seller's favor on that evidence. Per the license terms, repository access is also revoked the moment a purchase is reversed. So the realistic result of a chargeback is that you lose access to the themes and do not receive a refund, leaving you with neither, rather than the working product you already have today.

The issues you raised are fixed, the product works as shown, and I'm happy to help with any questions you have.

Best,

Michael Andreuzza

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 16:33, <[REDACTED]> wrote:

Thank you for your response. I don't find your resolution acceptable because the product is broken and as such is in a non-saleable state. Nowhere on the website did you describe the templates as being broken/non-working. Had I known that beforehand, I wouldn't have purchased the product. I also couldn't have known your product is broken unless I downloaded/accessed them in order to try them.

Since the product is dysfunctional, has too many issues to name/fix, and you refuse to provide a refund, I will be raising a dispute with my credit card company for a chargeback.

Scott

----- Original Message -----

On Monday, 06/08/26 at 08:09 Michael Andreuzza <michaelandreuzzavega@gmail.com> wrote:

Hi Scott,

Thank you for taking the time to go through the templates and for laying out your notes in detail. I've reviewed each point carefully against the refund policy you referenced, and I want to walk you through where things stand.

First, the important part: every item you mentioned is placeholder copy and cosmetic text, not broken functionality. A "Sing up" label, a `/forms/contact/` vs `/contact/` link, or `/legsl/` vs `/legal/` in a demo route are typos in starter content — each is a literal two-second edit, and all of it is meant to be replaced with your own copy and routes anyway. Templates ship with placeholder text precisely because you adapt them to your own brand, content, and URL structure. None of this prevents the templates from building, running, or being used as intended.

On the specific points:

- **Copy/typos** (Sign up, legal, customers heading, foundations): placeholder text, edited in seconds, and replaced by your own content during normal setup.
- **Link paths** (`/contact/`, `/legal/terms/`): demo routing that you wire to your own pages, not a defect in the template.
- **"LimeStripe" image:** I've checked this directly against the live demo and the asset is not pixelated. It renders cleanly at the intended resolution, so I'm unable to reproduce that issue.

Under the refund policy, "not as described" means the product is materially different from the live preview, it isn't. The templates match the demos and function as shown. Where genuine small issues exist (like a typo in placeholder text), the policy states I fix them promptly via an update rather than treating them as grounds for a refund, and I'm happy to push those minor corrections.

I also have to be straightforward about eligibility. The policy clearly states that refunds are not provided once an item has been downloaded or accessed on GitHub. Your purchase has been accessed, so the products are already in your hands. Only that reason this request does not qualify for a refund.

Regarding a chargeback: I'd genuinely prefer not to go there. Because the templates were downloaded and accessed, a dispute would be contested with that access and download record as evidence, alongside this policy that you agreed to at purchase. That process typically results in the dispute being declined and the access being revoked, so you'd risk losing both the refund and the templates.

Rather than treat these as grounds for a refund, I've already gone ahead and fixed every issue you raised. The "Sign up" label, the contact links,

the /legal/terms path, and the customers page heading have all been corrected and pushed to the repositories, so the updates are live and available to you right now. (The LimeStripe asset I checked directly and it's rendering at full resolution, so there was nothing to fix there.)

That's exactly what the support and update commitment is for: small issues like these get corrected promptly via an update, which is what has happened here.

Best, Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 01:34, <[REDACTED]> wrote:

Hi Michael,

I'm requesting a full refund for my recent purchase of your Lexington Themes Full Access Bundle purchased for \$112.44 USD on June 5, 2026 (Invoice #: LEXINGTON-THEMES-2237).

The templates are non-functional/broken (links, directory structure, etc.) and are generally of low quality and lack attention to detail (spelling mistakes, copy/paste errors between pages/templates, pixelated images/graphic assets, etc). The item is therefore "not as described" or does not work the way it should.

Here are a few examples from spending ~15 minutes going through 2 out of 45 templates:

Buio:

- 'Sing up' button text instead of 'Sign up'
- Contact: correct URL is '/contact/' not '/forms/contact/'

Spazio Bianco:

- Legal: '/legsl/terms/' instead of '/legal/terms'
- 'LimeStripe' image asset is pixelated on all pages
- '/customers/1' has 'Integrations' as the heading instead of 'Customers'
- 'src/components/fundations' instead of 'src/components/foundations'

When purchasing a product, it's reasonable to expect that it functions as-is without needing to review/test all features, document the issues, and wait for an update. This should have been completed prior to offering the templates for sale. I understand according to your refund page (<https://lexingtonthemes.com/legal/refund>) you are committed to fixing issues, but in this case, there are too many issues to name/fix and the product is beyond repair.

Please provide a full refund within two weeks. If I do not receive a full refund, I will be disputing this purchase with my credit card company.

Thank you for your attention to this matter.

[REDACTED]

Michael Andreuzza <[REDACTED]>
To: [REDACTED]

8 June 2026 at 23:08

Scott, I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly. As with the earlier templates, the items you've raised are either inaccurate or the template working as designed, with the few genuine minor links already corrected.

My position is unchanged: **NO REFUND**
There's nothing further for me to add here.

Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 22:42, <[REDACTED]> wrote:

Hi Michael,

Here is the Vite warning I'm getting in each of your templates:

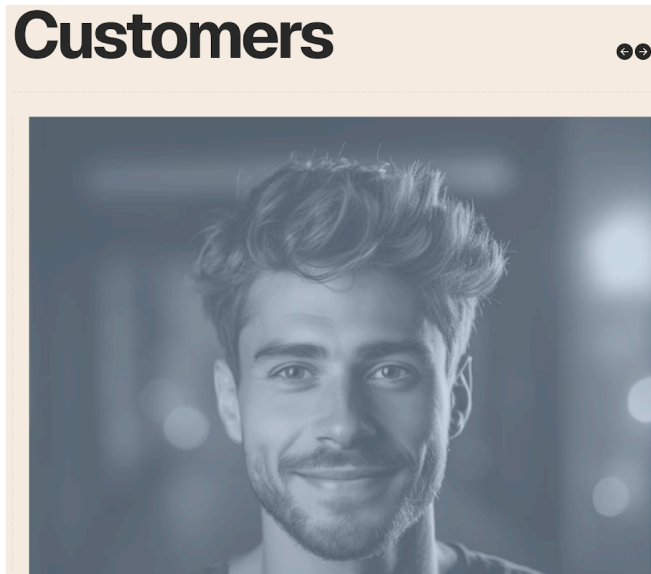
```
► Vite 8.0.16 detected in your project.
  Astro requires Vite 7. Add "overrides": { "vite": "^7" } to your package.json to avoid issues.
```

For the search button, I'm not sure what the purpose is then if it's intended not to work. Shouldn't it link to the search page or search pop-up? Otherwise the template is suggesting that there is content that exists that does not exist. This is how it works for other buttons/links (sign in, sign up, etc).

When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do. this does not happen.

I can possibly find a way to screen record this happening if you like.

This is what my Customers section looks like:

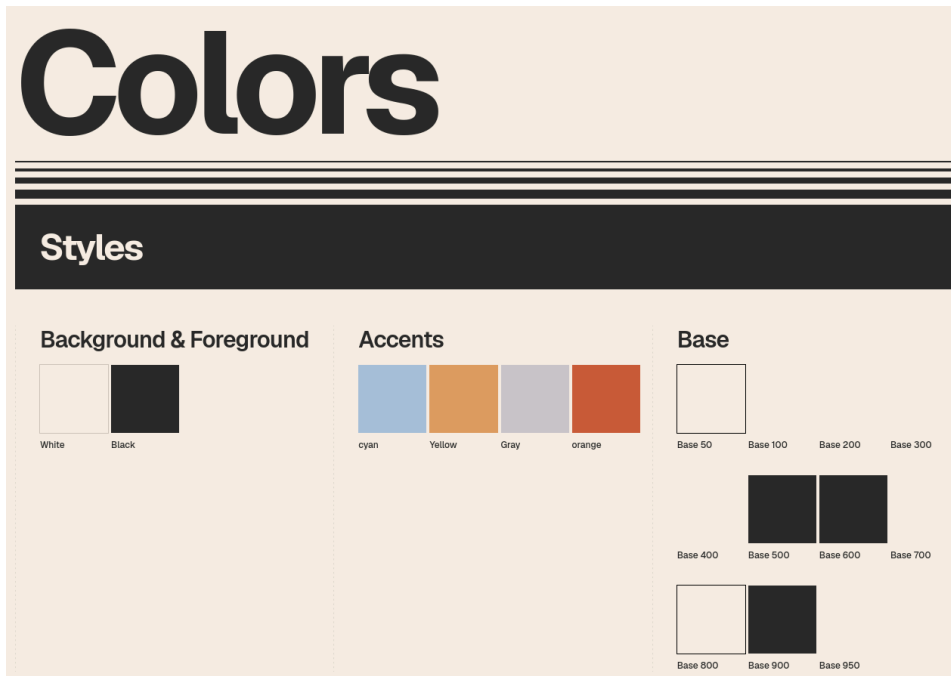


Every image is displayed in full width of the screen and the buttons do not do anything. They are unresponsive.

The image logos aren't showing on the Integrations page
The cards are intentionally designed without logos.

Then they appear to have spacing issues. There is a massive gap where an image (brand logo) would normally be.

This is what I get for the Colors section:



The colors I mentioned are missing or do not appear.

Clicking Overview > Terms of use (sp) leads to a 404 page
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality

But I should be able to access the template pages and there's currently no way to do this because the link is broken.

Did you test these templates in all major web browsers? There's nothing on your website to suggest these templates are only compatible with specific browsers.

I understand that you are not willing to offer a refund despite the issues with the product. However, I need to document all of the issues with your templates for my credit card company and make sure you're aware of them to proceed with the dispute.

To further show support that these templates are broken, here are the issues I found with the Alfred template:

- Same Vite warning that the installed version is incompatible with the Astro version used
- Team > Details page results in a 404
- Overview > RSS page results in a 404

- Blog > Tag Details page results in a 404

Scott

On 6/8/26 3:18 PM, Michael Andreuzza wrote:

Scott,

I went through every point on your list. Most of them are simply not true, and I've attached screenshots so you can see for yourself. The rest are normal template behavior or placeholder content, not defects.

- **Vite warning:** there is none. (screenshot)

```

ncu -u
+ aelen git:(main) ncu -u
Upgrading /Users/michelandreuzza/Desktop/aelen/package.json
[#####] 9/9 100%

@astrojs/sitemap  *3.7.2  →  *3.7.3
@tailwindcss/typography  *0.5.19  →  *0.5.20
astro  *6.3.5  →  *6.4.4

Run npm install to install new versions.
npm i
+ aelen git:(main) / npm i

added 382 packages, and audited 383 packages in 13s

189 packages are looking for funding
  run `npm fund` for details

1 moderate severity vulnerability

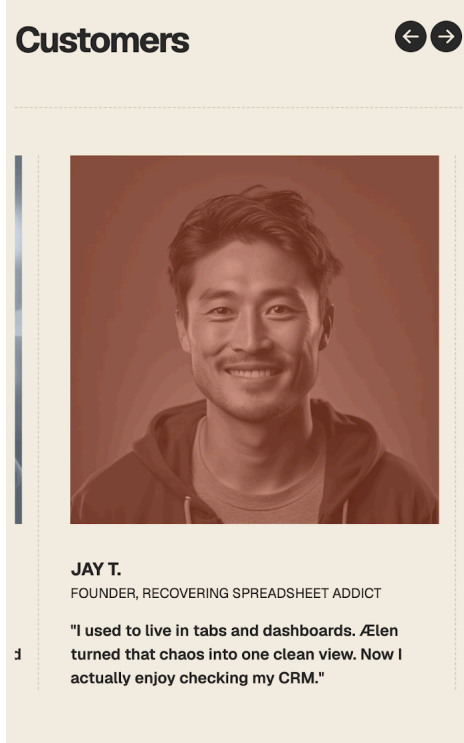
To address all issues, run:
  npm audit fix

Run `npm audit` for details.
+ aelen git:(main) / npm run dev

> @lexington/aelen@0.0.1 dev
> astro dev

[vite] connected.
21:45:56 [types] Generated 0ms
[vite] connected.
21:45:57 [content] Syncing content
21:45:57 [content] Astro config changed
21:45:57 [content] Content config changed
21:45:57 [content] Astro version changed
21:45:57 [content] Clearing content store
21:45:57 [content] Synced content
[vite] v6.4.4 ready in 1743 ms
Local  http://localhost:4321/
Network use --host to expose
21:45:57 watching for file changes...
  
```

- **The search button doesn't work:** Works as intended.
- **When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do."** this does not happen.
- **The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026**
This is placeholder copy text, you are supposed to add your own text
- **The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive**
The customers section its a testimonials section, it works completely fine. and buttons are responsive



- **The image logos aren't showing on the Integrations page**
The cards are intentionally designed without logos.
- **The base colors in /system/colors aren't rendering properly** Base 100-400, 700, and 950 do not seem to show up properly
The show completely fine

- **The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)**
Blog "/blog-two/" link in the menu — that was a wrong path. It's corrected and pushed.
- **Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)**
The numbers are index numbers, the blog landing page is showing from new to old, again nothing broke
- **Clicking Overview > RSS leads to a 404 page**
Typo on file, already deployed and available
- **Clicking Overview > Terms of use (sp) leads to a 404 page**
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality
- **Clicking Overview > Privacy Policy leads to a 404 page**
Same as above.

To summarize; of the twelve points you listed, exactly one was an actual issue, a single mistyped link path, and it has been corrected. Every other item is either factually incorrect, as the attached screenshots demonstrate and your misunderstanding of how the template is intended to work. A product with one minor, already-fixed link path is not, by any reasonable standard, "non-functional" or "broken."

I've now addressed each of your claims in detail across several emails and demonstrated, with evidence, that the product works as described. My decision on the refund is final and will not change. You are within your rights to file a chargeback, and if you choose to, I will respond to your card issuer directly with my full account of this correspondence, the screenshots, the purchase and GitHub access records, and the refund policy you agreed to at the time of purchase. I am confident in that evidence.

This is my final reply on the matter.

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 21:29, <[REDACTED]> wrote:

Hi Michael,

To add further support to show that the product is broken, here are a number of issues identified with the AElen template:

- There is a Vite warning that the installed version is incompatible with the Astro version used
- The search button doesn't work
- When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do."
- The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026
- The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive
- The image logos aren't showing on the Integrations page
- The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up properly
- The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)
- Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)
- Clicking Overview > RSS leads to a 404 page
- Clicking Overview > Terms of use (sp) leads to a 404 page
- Clicking Overview > Privacy Policy leads to a 404 page

As you can see, there are issues in each of the templates reviewed so far, and the problem is much worse than you described. Dismissing the issues doesn't negate the growing examples that the templates I purchased are non-functional.

Scott

On 6/8/26 12:19 PM, [REDACTED] wrote:

Hi Michael,

I'm reviewing your website and I don't see a disclaimer that the products may not work as intended. I will be adding this to my claim unless you can provide evidence otherwise.

You may want to add this to your site if your intention is that customers find and fix issues with the templates instead of you providing a working product. Again, products for sale should work upon purchase and customers shouldn't be expected to fix the product.

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:17 [REDACTED] <[REDACTED]> wrote:

The fact that you had to correct issues (which you conceded are issues that required fixing) with the templates is an admission that the product is broken. Trying to argue that a product with issues is "working" is contradictory. And again, had I known the product was broken prior to purchase, I would not have purchased the product.

When you provide the details to my credit card issuer, please include that fact that the product had issues (and was therefore in a broken state) upon the time of purchase.

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:10 Michael Andreuzza <[REDACTED]> wrote:

To correct you: I have not said the product is broken, and fixing a few placeholder typos is not an admission that it is. Minor copy in a starter template, text you replace with your own during setup, is not a functional defect, and correcting it promptly is normal support, not evidence of a "broken" product.

The templates function as shown in the public live demos, which is the standard for "as described," and they are in active use by 9,000+ customers. My position has not changed, and this is my final reply on the matter.

As mentioned before, you're free to pursue a chargeback. If you do, I'll provide my response and supporting records to your card issuer directly.

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:42, <[REDACTED]> wrote:

Hi Michael,

Calling the issue "resolved" doesn't make it so. I requested a refund and still have not received it.

Within this e-mail chain you have admitted that the product has issues (and therefore the product can be considered broken) and your only resolution to the product's broken state is for me to spend my time combing through your product to find all of the mistakes and issues in order for you to fix them.

You as the creator and owner of the product should have done this beforehand. This is especially true if you are a "professional designer and developer," as people who usually describe themselves in this way produce higher quality work.

The product is not as described. You did not describe the broken state or issues the template had prior to purchase. I also could not find all of the issues identified without downloading the templates as they would not all have been visible in the live demos. Your resolution is non-satisfactory that I spend my time identifying/fixing the issues with your product to get it into a working state. The product should work as-is when you offer it for sale and this isn't the case.

If I do not receive a refund for the broken product, I will pursuing the matter further with my credit card company to try to find a resolution.

Scott

----- Original Message -----

On Monday, 06/08/26 at 10:24 Michael Andreuzza <[REDACTED]> wrote:

Two quick points, and then I'll consider this closed, as I've already covered the rest.

These templates are hand-coded by me. I'm a professional designer and developer, they are not built with AI, and how I word an email doesn't change that.

Calling the product "broken" or "non-functional" doesn't make it so. The only issues you found were minor placeholder typos, which I fixed the same day, and which you'd be replacing anyway with your own copy when setting the templates up. The working product is public in the live demos and is used by 9,000+ customers, so I won't accept that false characterization as grounds for a refund. My position is unchanged.

I maintain my themes regularly, so I know they work, and they work very well.

If you find something specific, you can reach me by email or in the Discord channel, the access is on your Polar benefits and I'll take a look.

Otherwise this is resolved, and you're free to file a chargeback if you choose.

Michael

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:02, <[REDACTED]> wrote:

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Please keep in mind that these issues were identified within spending a few minutes on 2 out of the 45 templates. I'm sure if I spent additional time going through the remaining templates I would find hundreds of broken/non-functional elements. I do not have the time to do this and you cannot expect customers to be your quality review. The product should work as-is upon purchase. I'm seeking a refund because you are selling a broken product, which you did not advertise prior to sale and prior to use.

Scott

----- Original Message -----

On Monday, 06/08/26 at 09:52 Michael Andreuzza <[REDACTED]> wrote:

Hi Scott,

Thank you for the follow-up. I want to address your points directly and fairly.

The product is not broken or non-functional. The templates build, run, and match the live demos exactly. What you reported were a handful of minor placeholder-copy and cosmetic items, a "Sign up" label, a couple of demo link paths, and one section heading. To demonstrate, I have already corrected every typo/path you listed and pushed the updates to the repositories. They are live and available to you now to fork and download.

- "Sing up" > "Sign up"
- /forms/contact > /contact
- /legsl/terms > /legal/terms
- Customers page heading corrected from "**Integrations**" to "**Customers**"

These corrections are recorded in the public commit history of each repository, made on June 8, 2026:

- **Buio:** Lexington-Themes/buio, commit e7ab157
- **Spazio Bianco:** Lexington-Themes/spaziobianco, commit 4e450be

The fact that every issue you listed was fixed within minutes is itself the clearest evidence that the product is neither "**broken**" nor "**beyond repair**." A product with "too many issues to name/fix" cannot also be one where every named issue was resolved

the same day, those two claims contradict each other.

For context, these templates are in active use by over 9,000 customers who are building and shipping real products with them. They are fully functional and more than usable as delivered. Characterizing them as **"broken," "non-functional," or "in a non-saleable state"** is not consistent with that, nor with the live demos that have been publicly available the entire time. The handful of placeholder typos you identified, now corrected, are a normal part of starter templates that are meant to be populated with your own content, and they do not affect functionality.

On being able to evaluate the product beforehand: The full, interactive live demos are published publicly on the website and are accessible for preview to anyone before purchase. They show exactly what is delivered, down to this placeholder content. The product was accurately described and is materially identical to those previews, which is the standard our refund policy, the one you agreed to at the time of purchase, uses to define **"as described."**

That policy also states clearly that refunds are not provided once an item has been downloaded or accessed on GitHub. Your purchase was downloaded and the repositories were accessed and forked via your connected GitHub account on June 5, 2026, so the products are fully in your possession.

Regarding the chargeback: that is your right to pursue. If you do, I will respond with the relevant evidence, the publicly available live demos, the purchase and download record (Invoice #LEXINGTON-THEMES-2237), the GitHub access and fork records tied to your account, the refund policy you accepted at checkout, and the commit history showing that every issue you raised was resolved promptly.

I'd also want you to be clear on the likely outcome: because the templates were downloaded and forked through your connected GitHub account, disputes like this are typically resolved in the seller's favor on that evidence. Per the license terms, repository access is also revoked the moment a purchase is reversed. So the realistic result of a chargeback is that you lose access to the themes and do not receive a refund, leaving you with neither, rather than the working product you already have today.

The issues you raised are fixed, the product works as shown, and I'm happy to help with any questions you have.

Best,

Michael Andreuzza

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 16:33, [REDACTED] wrote:

Thank you for your response. I don't find your resolution acceptable because the product is broken and as such is in a non-saleable state. Nowhere on the website did you describe the templates as being broken/non-working. Had I known that beforehand, I wouldn't have purchased the product. I also couldn't have known your product is broken unless I downloaded/accessed them in order to try them.

Since the product is dysfunctional, has too many issues to name/fix, and you refuse to provide a refund, I will be raising a dispute with my credit card company for a chargeback.

Scott

----- Original Message -----

On Monday, 06/08/26 at 08:09 Michael Andreuzza <michaelandreuzzavega@gmail.com> wrote:

Hi Scott,

Thank you for taking the time to go through the templates and for laying out your notes in detail. I've reviewed each point carefully against the refund policy you referenced, and I want to walk you through where things stand.

First, the important part: every item you mentioned is placeholder copy and cosmetic text, not broken functionality. A "Sing up" label, a `/forms/contact/` vs `/contact/` link, or `/legsl/` vs `/legal/` in a demo route are typos in starter content — each is a literal two-second edit, and all of it is meant to be replaced with your own copy and routes anyway. Templates ship with placeholder text precisely because you adapt them to your own brand, content, and URL structure. None of this prevents the templates from building, running, or being used as intended.

On the specific points:

- **Copy/typos** (Sign up, legal, customers heading, foundations): placeholder text, edited in seconds, and replaced by your own content during normal setup.
- **Link paths** (`/contact/`, `/legal/terms/`): demo routing that you wire to your own pages, not a defect in the template.
- **"LimeStripe" image:** I've checked this directly against the live demo and the asset is not pixelated. It renders clearly at the intended resolution, so I'm unable to reproduce that issue.

Under the refund policy, "not as described" means the product is materially different from the live preview, it isn't. The templates match the demos and function as shown. Where genuine small issues exist (like a typo in placeholder text), the policy states I fix them promptly via an update rather than treating them as grounds for a refund, and I'm happy to push those minor corrections.

I also have to be straightforward about eligibility. The policy clearly

states that refunds are not provided once an item has been downloaded or accessed on GitHub. Your purchase has been accessed, so the products are already in your hands. Only that reason this request does not qualify for a refund.

Regarding a chargeback: I'd genuinely prefer not to go there. Because the templates were downloaded and accessed, a dispute would be contested with that access and download record as evidence, alongside this policy that you agreed to at purchase. That process typically results in the dispute being declined and the access being revoked, so you'd risk losing both the refund and the templates.

Rather than treat these as grounds for a refund, I've already gone ahead and fixed every issue you raised. The "Sign up" label, the contact links, the /legal/terms path, and the customers page heading have all been corrected and pushed to the repositories, so the updates are live and available to you right now. (The LimeStripe asset I checked directly and it's rendering at full resolution, so there was nothing to fix there.)

That's exactly what the support and update commitment is for: small issues like these get corrected promptly via an update, which is what has happened here.

Best, Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 01:34, <[REDACTED]> wrote:

Hi Michael,

I'm requesting a full refund for my recent purchase of your Lexington Themes Full Access Bundle purchased for \$112.44 USD on June 5, 2026 (Invoice #: LEXINGTON-THEMES-2237).

The templates are non-functional/broken (links, directory structure, etc.) and are generally of low quality and lack attention to detail (spelling mistakes, copy/paste errors between pages/templates, pixelated images/graphic assets, etc). The item is therefore "not as described" or does not work the way it should.

Here are a few examples from spending ~15 minutes going through 2 out of 45 templates:

Buio:

- 'Sing up' button text instead of 'Sign up'
- Contact: correct URL is '/contact/' not '/forms/contact/'

Spazio Bianco:

- Legal: '/legsl/terms/' instead of '/legal/terms'
- 'LimeStripe' image asset is pixelated on all pages
- '/customers/1' has 'Integrations' as the heading instead of 'Customers'
- 'src/components/fundations' instead of 'src/components/foundations'

When purchasing a product, it's reasonable to expect that it functions as-is without needing to review/test all features, document the issues, and wait for an update. This should have been completed prior to offering the templates for sale. I understand according to your refund page (<https://lexingtonthemes.com/legal/refund>) you are committed to fixing issues, but in this case, there are too many issues to name/fix and the product is beyond repair.

Please provide a full refund within two weeks. If I do not receive a full refund, I will be disputing this purchase with my credit card company.

Thank you for your attention to this matter.

[REDACTED]

To: Michael Andreuzza <[REDACTED]>

9 June 2026 at 03:05

Hi Michael,

You did not address my rebuttals or my counterpoints, so I'll assume that you concede the template issues will remain in a broken state and that you refuse to fix them.

I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly.

They do not resolve for me. I get 404 errors for each.

As with the earlier templates, the items you've raised are either inaccurate or the template working as designed, with the few genuine minor links already corrected.

If you'd like to me clarify any of the points, please let me know and I can provide screenshots and/or screen recordings to further support my claims. So far, I have further clarified with screenshots where challenged. Responding that the product works (even though it doesn't) doesn't fix the issues highlighted. I will assume that you accept that the highlighted template issues are broken and you do not plan to fix them (contrary to your claims for refunds on lexingtonthemes.com):

The product is inaccurately described or fails to function as expected.

If a product doesn't work as intended, I am committed to fixing the issue promptly with an update. A product is considered "not as described" if it is materially different from the item description or live preview. If I cannot correct the issue or we determine the item is indeed "not as described," you will be eligible for a refund.

As a reminder, these are your terms as part of my purchase. By failing to offer a refund and by failing to address the issues, you are failing to provide the service you claimed you would provide as part of purchasing the template bundle.

My position is unchanged: **NO REFUND**

I understand, which is why I am documenting all of the issues to support my credit card chargeback claim. You initially asserted that your templates are not broken and do not have issues, hence why you are refusing to offering a refund. However, as the growing list of issues shows, the product I received when I made the purchase fails to function as expected. For the sake of transparency, I am documenting all of the issues I find in the templates in this e-mail thread so that there is a record of all of the product's broken features.

Scott

On 6/8/26 4:08 PM, Michael Andreuzza wrote:

Scott, I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly. As with the earlier templates, the items you've raised are either inaccurate or the template working as designed, with the few genuine minor links already corrected.

My position is unchanged: **NO REFUND**
There's nothing further for me to add here.

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 22:42, [REDACTED] wrote:

Hi Michael,

Here is the Vite warning I'm getting in each of your templates:

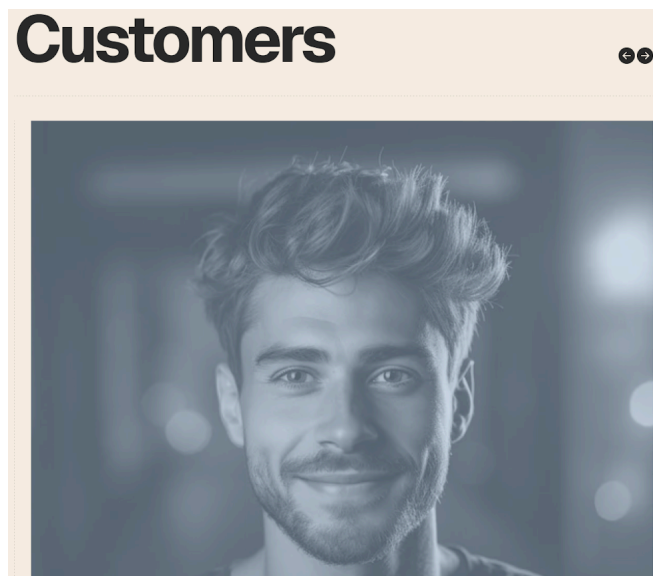
```
> Vite 8.0.16 detected in your project.  
Astro requires Vite 7. Add "overrides": { "vite": "^7" } to your package.json to avoid issues.
```

For the search button, I'm not sure what the purpose is then if it's intended not to work. Shouldn't it link to the search page or search pop-up? Otherwise the template is suggesting that there is content that exists that does not exist. This is how it works for other buttons/links (sign in, sign up, etc).

When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do. this does not happen.

I can possibly find a way to screen record this happening if you like.

This is what my Customers section looks like:



Every image is displayed in full width of the screen and the buttons do not do anything. They are unresponsive.

The image logos aren't showing on the Integrations page
The cards are intentionally designed without logos.

Then they appear to have spacing issues. There is a massive gap where an image (brand logo) would normally be.

This is what I get for the Colors section:

Colors

Styles

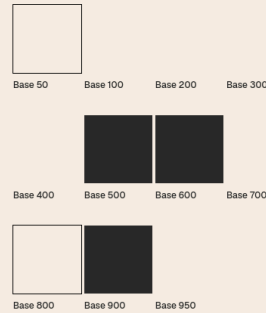
Background & Foreground



Accents



Base



The colors I mentioned are missing or do not appear.

Clicking Overview > Terms of use (sp) leads to a 404 page

This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality

But I should be able to access the template pages and there's currently no way to do this because the link is broken.

Did you test these templates in all major web browsers? There's nothing on your website to suggest these templates are only compatible with specific browsers.

I understand that you are not willing to offer a refund despite the issues with the product. However, I need to document all of the issues with your templates for my credit card company and make sure you're aware of them to proceed with the dispute.

To further show support that these templates are broken, here are the issues I found with the Alfred template:

- Same Vite warning that the installed version is incompatible with the Astro version used
- Team > Details page results in a 404
- Overview > RSS page results in a 404
- Blog > Tag Details page results in a 404

Scott

On 6/8/26 3:18 PM, Michael Andreuzza wrote:

Scott,

I went through every point on your list. Most of them are simply not true, and I've attached screenshots so you can see for yourself. The rest are normal template behavior or placeholder content, not defects.

- **Vite warning: there is none. (screenshot)**

```
row ~
└─ selen git:(main) ncu -u
Upgrading /Users/michelandreuzza/Desktop/selen/package.json
[=====] 9/9 100%

@astrojs/sitemap *3.7.2 → *3.7.3
@tailwindcss/typography *8.5.19 → *8.5.20
astro *6.3.5 → *6.4.4

Run npm install to install new versions.
npm i
└─ selen git:(main) x npm i

added 382 packages, and audited 383 packages in 13s

188 packages are looking for funding
  run `npm fund` for details

1 moderate severity vulnerability

To address all issues, run:
  npm audit fix

Run `npm audit` for details.
└─ selen git:(main) x npm run dev

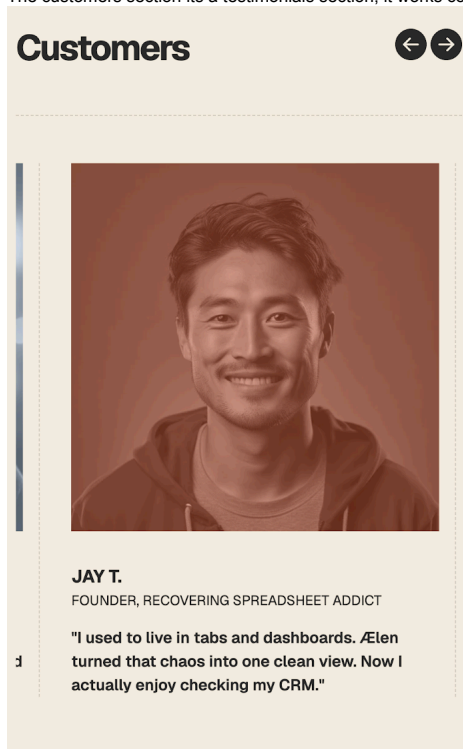
> @Lexington/asLen@0.1 dev
> astro dev

[vite] connected.
21:45:56 [types] Generated .ts
[vite] connected.
21:45:57 [content] Syncing content
21:45:57 [content] Astro config changed
21:45:57 [content] Content config changed
21:45:57 [content] Astro version changed
21:45:57 [content] Clearing content store
21:45:57 [content] Synced content

astro v6.4.4 ready in 1743 ms
Local http://localhost:4321/
Network use --host to expose
21:45:57 watching for file changes...
```

- **The search button doesn't work:** Works as intended.

- **When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do."**
this does not happen.
- **The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026**
This is placeholder copy text, you are supposed to add your own text
- **The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive**
The customers section its a testimonials section, it works completely fine. and buttons are responsive



- **The image logos aren't showing on the Integrations page**
The cards are intentionally designed without logos.
- **The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up properly**
The show completely fine
- **The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)**
Blog "/blog-two/" link in the menu — that was a wrong path. It's corrected and pushed.
- **Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)**
The numbers are index numbers, the blog landing page is showing from new to old, again nothing broke
- **Clicking Overview > RSS leads to a 404 page**
Typo on file, already deployed and available
- **Clicking Overview > Terms of use (sp) leads to a 404 page**
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality
- **Clicking Overview > Privacy Policy leads to a 404 page**
Same as above.

To summarize; of the twelve points you listed, exactly one was an actual issue, a single mistyped link path, and it has been corrected. Every other item is either factually incorrect, as the attached screenshots demonstrate and your misunderstanding of how the template is intended to work. A product with one minor, already-fixed link path is not, by any reasonable standard, "non-functional" or "broken."

I've now addressed each of your claims in detail across several emails and demonstrated, with evidence, that the product works as described. My decision on the refund is final and will not change. You are within your rights to file a chargeback, and if you choose to, I will respond to your card issuer directly with my full account of this correspondence, the screenshots, the purchase and GitHub access records, and the refund policy you agreed to at the time of purchase. I am confident in that evidence.

This is my final reply on the matter.

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 21:29, [REDACTED] wrote:

Hi Michael,

To add further support to show that the product is broken, here are a number of issues identified with the AElen template:

- There is a Vite warning that the installed version is incompatible with the Astro version used
- The search button doesn't work
- When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do."
- The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026
- The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive
- The image logos aren't showing on the Integrations page
- The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up properly
- The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)

- Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)
- Clicking Overview > RSS leads to a 404 page
- Clicking Overview > Terms of use (sp) leads to a 404 page
- Clicking Overview > Privacy Policy leads to a 404 page

As you can see, there are issues in each of the templates reviewed so far, and the problem is much worse than you described. Dismissing the issues doesn't negate the growing examples that the templates I purchased are non-functional.

Scott

On 6/8/26 12:19 PM, [REDACTED] wrote:

Hi Michael,

I'm reviewing your website and I don't see a disclaimer that the products may not work as intended. I will be adding this to my claim unless you can provide evidence otherwise.

You may want to add this to your site if your intention is that customers find and fix issues with the templates instead of you providing a working product. Again, products for sale should work upon purchase and customers shouldn't be expected to fix the product.

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:17 [REDACTED] <[REDACTED]> wrote:

The fact that you had to correct issues (which you conceded are issues that required fixing) with the templates is an admission that the product is broken. Trying to argue that a product with issues is "working" is contradictory. And again, had I known the product was broken prior to purchase, I would not have purchased the product.

When you provide the details to my credit card issuer, please include that fact that the product had issues (and was therefore in a broken state) upon the time of purchase.

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:10 Michael Andreuzza <[REDACTED]> wrote:

To correct you: I have not said the product is broken, and fixing a few placeholder typos is not an admission that it is. Minor copy in a starter template, text you replace with your own during setup, is not a functional defect, and correcting it promptly is normal support, not evidence of a "broken" product.

The templates function as shown in the public live demos, which is the standard for "as described," and they are in active use by 9,000+ customers. My position has not changed, and this is my final reply on the matter.

As mentioned before, you're free to pursue a chargeback. If you do, I'll provide my response and supporting records to your card issuer directly.

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:42, [REDACTED] <[REDACTED]> wrote:

Hi Michael,

Calling the issue "resolved" doesn't make it so. I requested a refund and still have not received it.

Within this e-mail chain you have admitted that the product has issues (and therefore the product can be considered broken) and your only resolution to the product's broken state is for me to spend my time combing through your product to find all of the mistakes and issues in order for you to fix them.

You as the creator and owner of the product should have done this beforehand. This is especially true if you are a "professional designer and developer," as people who usually describe themselves in this way produce higher quality work.

The product is not as described. You did not describe the broken state or issues the template had prior to purchase. I also could not find all of the issues identified without downloading the templates as they would not all have been visible in the live demos. Your resolution is non-satisfactory that I spend my time identifying/fixing the issues with your product to get it into a working state. The product should work as-is when you offer it for sale and this isn't the case.

If I do not receive a refund for the broken product, I will pursue the matter further with my credit card company to try to find a resolution.

Scott

----- Original Message -----

On Monday, 06/08/26 at 10:24 Michael Andreuzza <[REDACTED]> wrote:

Two quick points, and then I'll consider this closed, as I've already covered the rest.

These templates are hand-coded by me. I'm a professional designer and developer, they are not built with AI, and how I word an email doesn't change that.

Calling the product "broken" or "non-functional" doesn't make it so. The only issues you found were minor placeholder typos, which I fixed the same day, and which you'd be replacing anyway with your own copy when setting the templates up. The working product is public in the live demos and is used by 9,000+ customers, so I won't accept that false characterization as grounds for a refund. My position is unchanged.

I maintain my themes regularly, so I know they work, and they work very well.

If you find something specific, you can reach me by email or in the Discord channel, the access is on your Polar benefits and I'll take a look.

Otherwise this is resolved, and you're free to file a chargeback if you choose.

Michael

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:02, <[REDACTED]> wrote:

Are you able to respond without using AI? The fact that you are using AI to respond strongly suggests that you used AI to build the templates and that's why they are broken and non-functional.

Please keep in mind that these issues were identified within spending a few minutes on 2 out of the 45 templates. I'm sure if I spent additional time going through the remaining templates I would find hundreds of broken/non-functional elements. I do not have the time to do this and you cannot expect customers to be your quality review. The product should work as-is upon purchase. I'm seeking a refund because you are selling a broken product, which you did not advertise prior to sale and prior to use.

Scott

----- Original Message -----

On Monday, 06/08/26 at 09:52 Michael Andreuzza <michaelandreuzzavega@gmail.com> wrote:

Hi Scott,

Thank you for the follow-up. I want to address your points directly and fairly.

The product is not broken or non-functional. The templates build, run, and match the live demos exactly. What you reported were a handful of minor placeholder-copy and cosmetic items, a "Sign up" label, a couple of demo link paths, and one section heading. To demonstrate, I have already corrected every typo/path you listed and pushed the updates to the repositories. They are live and available to you now to fork and download.

- "Sing up" > "Sign up"
- /forms/contact > /contact
- /legsl/terms > /legal/terms
- Customers page heading corrected from "**Integrations**" to "**Customers**"

These corrections are recorded in the public commit history of each repository, made on June 8, 2026:

- **Buio**: Lexington-Themes/buio, commit e7ab157
- **Spazio Bianco**: Lexington-Themes/spaziobianco, commit 4e450be

The fact that every issue you listed was fixed within minutes is itself the clearest evidence that the product is neither "**broken**" nor "**beyond repair**." A product with "too many issues to name/fix" cannot also be one where every named issue was resolved the same day, those two claims contradict each other.

For context, these templates are in active use by over 9,000 customers who are building and shipping real products with them. They are fully functional and more than usable as delivered. Characterizing them as "**broken**," "**non-functional**," or "**in a non-saleable state**" is not consistent with that, nor with the live demos that have been publicly available the entire time. The handful of placeholder typos you identified, now corrected, are a normal part of starter templates that are meant to be populated with your own content, and they do not affect functionality.

On being able to evaluate the product beforehand: The full, interactive live demos are published publicly on the website and are accessible for preview to anyone before purchase. They show exactly what is delivered, down to this placeholder content. The product was accurately described and is materially identical to those previews, which is the standard our refund policy, the one you agreed to at the time of purchase, uses to define "**as described**."

That policy also states clearly that refunds are not provided once an item has been downloaded or accessed on GitHub. Your purchase was downloaded and the repositories were accessed and forked via your connected GitHub account on June 5, 2026, so the products are fully in your possession.

Regarding the chargeback: that is your right to pursue. If you do, I will respond with the relevant evidence, the publicly available live demos, the purchase and download record (Invoice #LEXINGTON-THEMES-2237), the GitHub access and fork records tied to your account, the refund policy you accepted at checkout, and the commit history showing that every issue you raised was resolved promptly.

I'd also want you to be clear on the likely outcome: because the templates were downloaded and forked through your connected GitHub account, disputes like this are typically resolved in the seller's favor on that evidence. Per the license terms, repository access is also revoked the moment a purchase is reversed. So the realistic result of a chargeback is that you lose access to the themes and do not receive a refund, leaving you with neither, rather than the working product you already have today.

The issues you raised are fixed, the product works as shown, and I'm happy to help with any questions you have.

Best,

Michael Andreuzza

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 16:33, [REDACTED] <[REDACTED]> wrote:

Thank you for your response. I don't find your resolution acceptable because the product is broken and as such is in a non-saleable state. Nowhere on the website did you describe the templates as being broken/non-working. Had I known that beforehand, I wouldn't have purchased the product. I also couldn't have known your product is broken unless I downloaded/accessed them in order to try them.

Since the product is disfunctional, has too many issues to name/fix, and you refuse to provide a refund, I will be raising a dispute with my credit card company for a chargeback.

Scott

----- Original Message -----

On Monday, 06/08/26 at 08:09 Michael Andreuzza

<[REDACTED]> wrote:

Hi Scott,

Thank you for taking the time to go through the templates and for laying out your notes in detail. I've reviewed each point carefully against the refund policy you referenced, and I want to walk you through where things stand.

First, the important part: every item you mentioned is placeholder copy and cosmetic text, not broken functionality. A "Sing up" label, a /forms/contact/ vs /contact/ link, or /legs/ vs /legal/ in a demo route are typos in starter content — each is a literal two-second edit, and all of it is meant to be replaced with your own copy and routes anyway. Templates ship with placeholder text precisely because you adapt them to your own brand, content, and URL structure. None of this prevents the templates from building, running, or being used as intended.

On the specific points:

- **Copy/typos** (Sign up, legal, customers heading, foundations): placeholder text, edited in seconds, and replaced by your own content during normal setup.
- **Link paths** (/contact/, /legal/terms/): demo routing that you wire to your own pages, not a defect in the template.
- **"LimeStripe" image**: I've checked this directly against the live demo and the asset is not pixelated. It renders clearly at the intended resolution, so I'm unable to reproduce that issue.

Under the refund policy, "not as described" means the product is materially different from the live preview, it isn't. The templates match the demos and function as shown. Where genuine small issues exist (like a typo in placeholder text), the policy states I fix them promptly via an update rather than treating them as grounds for a refund, and I'm happy to push those minor corrections.

I also have to be straightforward about eligibility. The policy clearly states that refunds are not provided once an item has been downloaded or accessed on GitHub. Your purchase has been accessed, so the products are already in your hands. Only that reason this request does not qualify for a refund.

Regarding a chargeback: I'd genuinely prefer not to go there. Because the templates were downloaded and accessed, a dispute would be contested with that access and download record as evidence, alongside this policy that you agreed to at purchase. That process typically results in the dispute being declined and the access being revoked, so you'd risk losing both the refund and the templates.

Rather than treat these as grounds for a refund, I've already gone ahead and fixed every issue you raised. The "Sign up" label, the contact links, the /legal/terms path, and the customers page heading have all been corrected and pushed to the repositories, so the updates are live and available to you right now. (The LimeStripe asset I checked directly and it's rendering at full resolution, so there was nothing to fix there.)

That's exactly what the support and update commitment is for: small issues like these get corrected promptly via an update, which is what has happened here.

Best, Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 01:34,

<[REDACTED]> wrote:

Hi Michael,

I'm requesting a full refund for my recent purchase of your Lexington Themes Full Access Bundle purchased for \$112.44 USD on June 5, 2026 (Invoice #: LEXINGTON-THEMES-2237).

The templates are non-functional/broken (links, directory structure, etc.) and are generally of low quality and lack attention to detail (spelling mistakes, copy/paste errors between pages/templates, pixelated images/graphic assets, etc). The item is therefore "not as described" or does not work the way it should.

Here are a few examples from spending ~15 minutes going through 2 out of 45 templates:

Buio:

- 'Sing up' button text instead of 'Sign up'
- Contact: correct URL is '/contact/' not '/forms/contact/'

Spazio Bianco:

- Legal: '/legsl/terms/' instead of '/legal/terms'
- 'LimeStripe' image asset is pixelated on all pages
- '/customers/1' has 'Integrations' as the heading instead of 'Customers'
- 'src/components/fundations' instead of '/src/components/fundations'

When purchasing a product, it's reasonable to expect that it functions as-is without needing to review/test all features, document the issues, and wait for an update. This should have been completed prior to offering the templates for sale. I understand according to your refund page (<https://lexingtonthemes.com/legal/refund>) you are committed to fixing issues, but in this case, there are too many issues to name/fix and the product is beyond repair.

Please provide a full refund within two weeks. If I do not receive a full refund, I will be disputing this purchase with my credit card company.

Thank you for your attention to this matter.

[REDACTED]

To: Michael Andreuzza <[REDACTED]>

Hi Michael,

Here are the issues with the Astromax SP theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- General rendering issues. Here is the homepage (as an example):

lexingtonthemes.com:

Actual:

MAXIMIZE YOUR ONLINE PRESENCE WITH A UNIQUE AND ENGAGING ONE-PAGE WEBSITE THAT DELIVERS OUTSTANDING RESULTS.

• LET'S BUILD • DESIGN MAGIC • FRONT-END LOVE • AVAILABLE

John seamlessly merges design and coding, creating polished designs that strike a perfect balance between trends and originality. His approach of crafting designs directly in code yields exceptional results, surpassing expectations.

Emily Reynolds
CEO of Swift Designworks

Mark has an exceptional eye for design, and collaborating with him has been an absolute delight. I am looking forward to partnering with him on upcoming projects. I wholeheartedly endorse him to anyone in search of exceptional, top-notch work.

Lindsay Chen
Founder of CodeCraft Studios

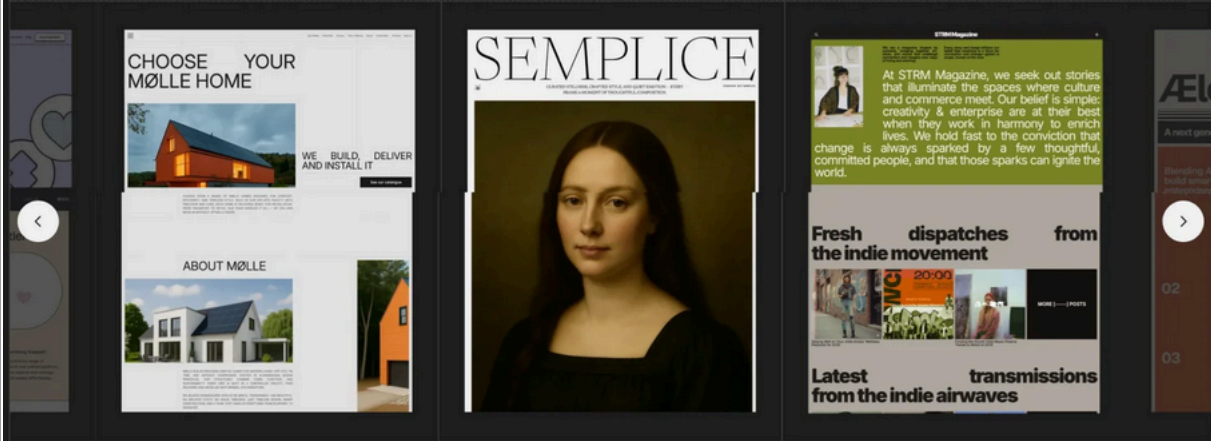
Ethan has been an invaluable asset in the realm of design, and I struggled to keep pace with his work speed during our collaboration. His designs are sleek, and he consistently delivers substantial value; he continuously refines his designs and introduces enhancements.

Gabriel Martinez
Innovator at PixelPerfect Creations

Andrew stands out as a distinctive blend of designer and developer who comprehends business requirements. He utilized his prior experience to swiftly create multiple landing pages for SparkLynx.

Jessica Carter
Co-Founder of SparkLynx Technologies

DESIGNED AND DEVELOPED WEBSITES AT ASTROMAX



MAXIMIZE YOUR ONLINE PRESENCE WITH A UNIQUE AND ENGAGING ONE-PAGE WEBSITE THAT DELIVERS OUTSTANDING RESULTS.

NEW

John seamlessly merges design and coding, creating polished designs that strike a perfect balance between trends and originality. His approach of crafting designs directly in code yields exceptional results, surpassing expectations.

Emily Reynolds
CEO of Swift Designworks

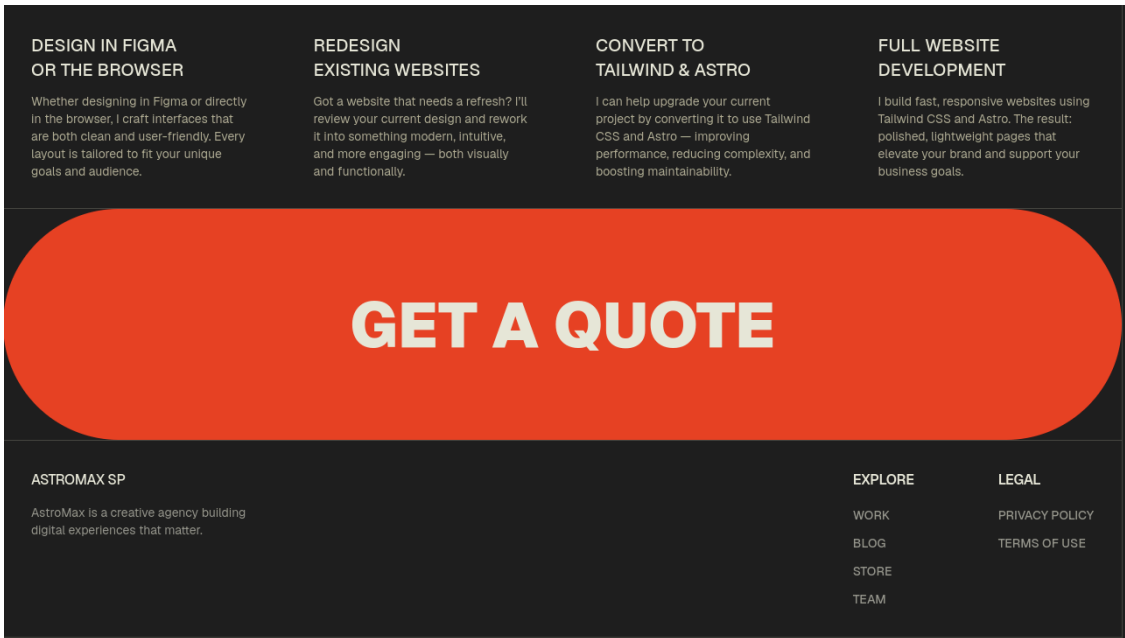
DESIGN

A

A new

This is in direct contradiction to your claim that the "templates function as shown." The theme navigation buttons also do not work for me.

Here is another example of what the "get quote" button looks like:



The "GET A QUOTE" button displays at full width/height of the container.

- Search button does not work

For reference, I am using Firefox 140.11.0. Firefox is a major browser and should be supported by these themes. I did not find any claim on your lexingtonthemes.com that your themes

Scott

On 6/8/26 8:05 PM, [REDACTED] wrote:

Hi Michael,

You did not address my rebuttals or my counterpoints, so I'll assume that you concede the template issues will remain in a broken state and that you refuse to fix them.

I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly.

They do not resolve for me. I get 404 errors for each.

As with the earlier templates, the items you've raised are either inaccurate or the template working as designed, with the few genuine minor links already corrected.

If you'd like to me clarify any of the points, please let me know and I can provide screenshots and/or screen recordings to further support my claims. So far, I have further clarified issues are broken and you do not plan to fix them (contrary to your claims for refunds on lexingtonthemes.com):

The product is inaccurately described or fails to function as expected.

If a product doesn't work as intended, I am committed to fixing the issue promptly with an update. A product is considered "not as described" if it is materially different from

As a reminder, these are your terms as part of my purchase. By failing to offer a refund and by failing to address the issues, you are failing to provide the service you claimed you

*My position is unchanged: **NO REFUND***

I understand, which is why I am documenting all of the issues to support my credit card chargeback claim. You initially asserted that your templates are not broken and do not have sake of transparency, I am documenting all of the issues I find in the templates in this e-mail thread so that there is a record of all of the product's broken features.

Scott

On 6/8/26 4:08 PM, Michael Andreuzza wrote:

Scott, I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly. As with the earlier templates, the items you've raised

My position is unchanged: **NO REFUND**
There's nothing further for me to add here.

Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 22:42, [REDACTED] wrote:

Hi Michael,

Here is the Vite warning I'm getting in each of your templates:

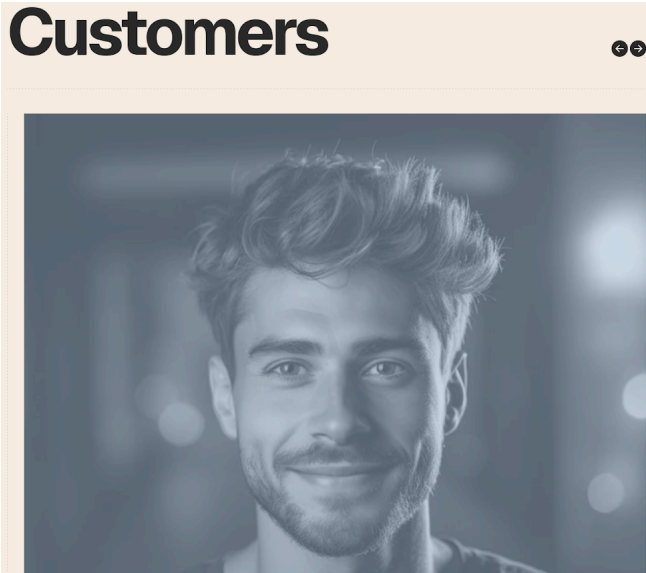
```
► Vite 8.0.16 detected in your project.  
Astro requires Vite 7. Add "overrides": { "vite": "^7" } to your package.json to avoid issues.
```

For the search button, I'm not sure what the purpose is then if it's intended not to work. Shouldn't it link to the search page or search pop-up? Otherwise the template is s

When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do. this does not happen.

I can possibly find a way to screen record this happening if you like.

This is what my Customers section looks like:

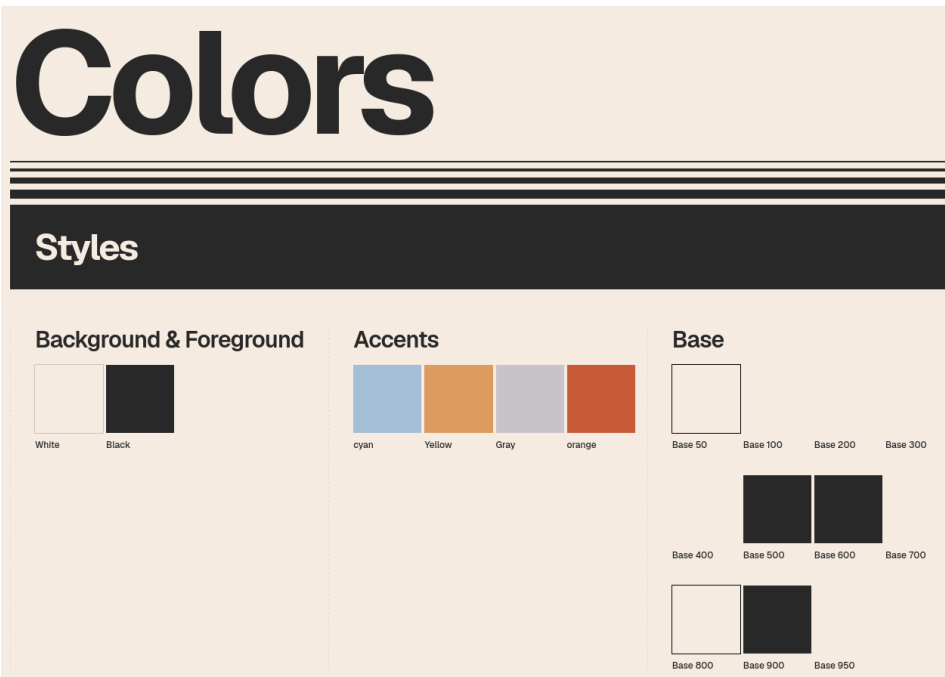


Every image is displayed in full width of the screen and the buttons do not do anything. They are unresponsive.

The image logos aren't showing on the Integrations page
The cards are intentionally designed without logos.

Then they appear to have spacing issues. There is a massive gap where an image (brand logo) would normally be.

This is what I get for the Colors section:



The colors I mentioned are missing or do not appear.

Clicking Overview > Terms of use (sp) leads to a 404 page
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality

But I should be able to access the template pages and there's currently no way to do this because the link is broken.

Did you test these templates in all major web browsers? There's nothing on your website to suggest these templates are only compatible with specific browsers.

I understand that you are not willing to offer a refund despite the issues with the product. However, I need to document all of the issues with your templates for my credit

To further show support that these templates are broken, here are the issues I found with the Alfred template:

- Same Vite warning that the installed version is incompatible with the Astro version used
- Team > Details page results in a 404
- Overview > RSS page results in a 404
- Blog > Tag Details page results in a 404

Scott

On 6/8/26 3:18 PM, Michael Andreuzza wrote:

Scott,

I went through every point on your list. Most of them are simply not true, and I've attached screenshots so you can see for yourself. The rest are normal template behavior or placeholder content, not defects.

- **Vite warning: there is none.** (screenshot)

```

ncu -u
+ aelen git:(main) ncu -u
Upgrading /Users/michelandreuzzi/Desktop/aelen/package.json
[=====] 0/9 100%

@astrojs/sitemap  *3.7.2  →  *3.7.3
@tailwindcss/typography  *8.5.19  →  *8.5.20
astro  *6.3.5  →  *6.4.4

Run npm install to install new versions.
npm i
+ aelen git:(main) / npm i

added 382 packages, and audited 383 packages in 13s

189 packages are looking for funding
  run `npm fund` for details

1 moderate severity vulnerability

To address all issues, run:
  npm audit fix

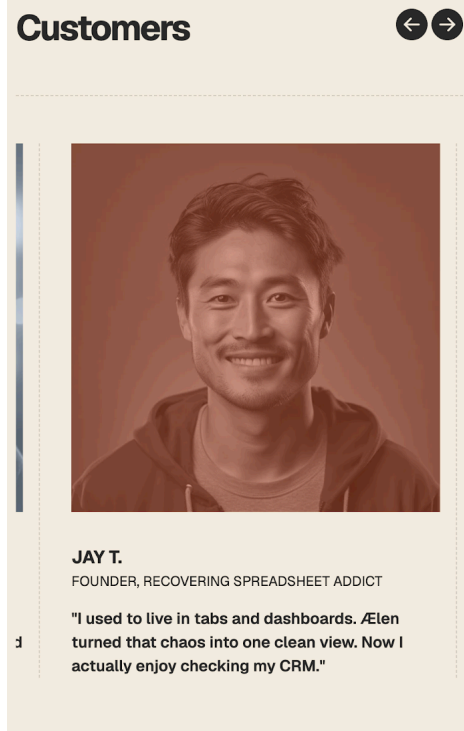
Run `npm audit` for details.
+ aelen git:(main) / npm run dev

> @lexington/aelen@0.0.1 dev
> astro dev

[vite] connected.
21:45:56 [types] Generated 0ms
[vite] connected.
21:45:57 [content] Syncing content
21:45:57 [content] Astro config changed
21:45:57 [content] Content config changed
21:45:57 [content] Astro version changed
21:45:57 [content] Clearing content store
21:45:57 [content] Synced content
astro v8.4.4 ready in 1743 ms
Local http://localhost:4321/
Network use --host to expose
21:45:57 watching for file changes...

```

- **The search button doesn't work:** Works as intended.
- **When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do."** this does not happen.
- **The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026**
This is placeholder copy text, you are supposed to add your own text
- **The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive**
The customers section its a testimonials section, it works completely fine. and buttons are responsive



- **The image logos aren't showing on the Integrations page**
The cards are intentionally designed without logos.
- **The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up properly**
The show completely fine
- **The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)**
Blog "/blog-two/" link in the menu — that was a wrong path. It's corrected and pushed.
- **Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)**
The numbers are index numbers, the blog landing page is showing from new to old, again nothing broke
- **Clicking Overview > RSS leads to a 404 page**
Typo on file, already deployed and available
- **Clicking Overview > Terms of use (sp) leads to a 404 page**
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality

- **Clicking Overview > Privacy Policy leads to a 404 page**

Same as above.

To summarize; of the twelve points you listed, exactly one was an actual issue, a single mistyped link path, and it has been corrected. Every other item is either false, not, by any reasonable standard, "non-functional" or "broken."

I've now addressed each of your claims in detail across several emails and demonstrated, with evidence, that the product works as described. My decision on the correspondence, the screenshots, the purchase and GitHub access records, and the refund policy you agreed to at the time of purchase. I am confident in that evaluation.

This is my final reply on the matter.

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 21:29, [REDACTED] wrote:

Hi Michael,

To add further support to show that the product is broken, here are a number of issues identified with the AEIen template:

- There is a vite warning that the installed version is incompatible with the Astro version used
- The search button doesn't work
- When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do."
- The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026
- The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive
- The image logos aren't showing on the Integrations page
- The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up properly
- The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)
- Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)
- Clicking Overview > RSS leads to a 404 page
- Clicking Overview > Terms of use (sp) leads to a 404 page
- Clicking Overview > Privacy Policy leads to a 404 page

As you can see, there are issues in each of the templates reviewed so far, and the problem is much worse than you described. Dismissing the issues doesn't help.

Scott

On 6/8/26 12:19 PM, [REDACTED] wrote:

Hi Michael,

I'm reviewing your website and I don't see a disclaimer that the products may not work as intended. I will be adding this to my claim unless you can provide one.

You may want to add this to your site if your intention is that customers find and fix issues with the templates instead of you providing a working product.

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:17 [REDACTED] <[REDACTED]> wrote:

The fact that you had to correct issues (which you conceded are issues that required fixing) with the templates is an admission that the product is broken.

When you provide the details to my credit card issuer, please include that fact that the product had issues (and was therefore in a broken state) until now.

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:10 Michael Andreuzza <[REDACTED]> wrote:

To correct you: I have not said the product is broken, and fixing a few placeholder typos is not an admission that it is. Minor copy in a start-up product.

The templates function as shown in the public live demos, which is the standard for "as described," and they are in active use by 9,000+ customers.

As mentioned before, you're free to pursue a chargeback. If you do, I'll provide my response and supporting records to your card issuer directly.

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:42, [REDACTED] wrote:

Hi Michael,

Calling the issue "resolved" doesn't make it so. I requested a refund and still have not received it.

Within this e-mail chain you have admitted that the product has issues (and therefore the product can be considered broken) and your own actions.

You as the creator and owner of the product should have done this beforehand. This is especially true if you are a "professional designer."

The product is not as described. You did not describe the broken state or issues the template had prior to purchase. I also could not find the time identifying/fixing the issues with your product to get it into a working state. The product should work as-is when you offer it.

If I do not receive a refund for the broken product, I will be pursuing the matter further with my credit card company to try to find a resolution.

Scott

----- Original Message -----

On Monday, 06/08/26 at 10:24 Michael Andreuzza <[REDACTED]> wrote:

Two quick points, and then I'll consider this closed, as I've already covered the rest.

These templates are hand-coded by me. I'm a professional designer and developer, they are not built with AI, and how I word an

Calling the product "broken" or "non-functional" doesn't make it so. The only issues you found were minor placeholder typos, whi
live demos and is used by 9,000+ customers, so I won't accept that false characterization as grounds for a refund. My position is

I maintain my themes regularly, so I know they work, and they work very well.

If you find something specific, you can reach me by email or in the Discord channel, the access is on your Polar benefits and I'll t

Otherwise this is resolved, and you're free to file a chargeback if you choose.

Michael

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:02, <[REDACTED]> wrote:

Are you able to respond without using AI? The fact that you are using AI to respond strongly suggests that you used AI to build

Please keep in mind that these issues were identified within spending a few minutes on 2 out of the 45 templates. I'm sure if I s
and you cannot expect customers to be your quality review. The product should work as-is upon purchase. I'm seeking a refund

Scott

----- Original Message -----

On Monday, 06/08/26 at 09:52 Michael Andreuzza <[REDACTED]> wrote:

Hi Scott,

Thank you for the follow-up. I want to address your points directly and fairly.

The product is not broken or non-functional. The templates build, run, and match the live demos exactly. What you repo
demonstrate, I have already corrected every typo/path you listed and pushed the updates to the repositories. They are I

- "Sing up" > "Sign up"
- /forms/contact > /contact
- /legsl/terms > /legal/terms
- Customers page heading corrected from "Integrations" to "Customers"

These corrections are recorded in the public commit history of each repository, made on June 8, 2026:

- **Buio**: Lexington-Themes/buio, commit e7ab157
- **Spazio Bianco**: Lexington-Themes/spaziobianco, commit 4e450be

The fact that every issue you listed was fixed within minutes is itself the clearest evidence that the product is neither "br
day, those two claims contradict each other.

For context, these templates are in active use by over 9,000 customers who are building and shipping real products wit
state" is not consistent with that, nor with the live demos that have been publicly available the entire time. The handful c
and they do not affect functionality.

On being able to evaluate the product beforehand: The full, interactive live demos are published publicly on the web
product was accurately described and is materially identical to those previews, which is the standard our refund policy, t

That policy also states clearly that refunds are not provided once an item has been downloaded or accessed on GitHub
products are fully in your possession.

Regarding the chargeback: that is your right to pursue. If you do, I will respond with the relevant evidence, the publicly
your account, the refund policy you accepted at checkout, and the commit history showing that every issue you raised w

I'd also want you to be clear on the likely outcome: because the templates were downloaded and forked through you
access is also revoked the moment a purchase is reversed. So the realistic result of a chargeback is that you lose acces

The issues you raised are fixed, the product works as shown, and I'm happy to help with any questions you have.

Best,

Michael Andreuzza

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 16:33, <[REDACTED]> wrote:

Thank you for your response. I don't find your resolution acceptable because the product is broken and as such is in a
wouldn't have purchased the product. I also couldn't have known your product is broken unless I downloaded/accessed

Since the product is disfunctional, has too many issues to name/fix, and you refuse to provide a refund, I will be raisin

Scott

----- Original Message -----

On Monday, 06/08/26 at 08:09 Michael Andreuzza <[REDACTED]> wrote:

Hi Scott,

Thank you for taking the time to go through the templates and for laying out your notes in detail. I've reviewed

First, the important part: every item you mentioned is placeholder copy and cosmetic text, not broken functions. I did a two-second edit, and all of it is meant to be replaced with your own copy and routes anyway. Templates ship with everything from building, running, or being used as intended.

On the specific points:

- **Copy/typos** (Sign up, legal, customers heading, foundations): placeholder text, edited in seconds, and replaced
- **Link paths** (/contact/, /legal/terms/): demo routing that you wire to your own pages, not a defect in the templates
- **"LimeStripe" image**: I've checked this directly against the live demo and the asset is not pixelated. It renders

Under the refund policy, "not as described" means the product is materially different from the live preview, it is not as described. I states I fix them promptly via an update rather than treating them as grounds for a refund, and I'm happy to provide

I also have to be straightforward about eligibility. The policy clearly states that refunds are not provided once a purchase. That process typically results in the dispute being declined and the access being revoked, so you'd have to

Regarding a chargeback: I'd genuinely prefer not to go there. Because the templates were downloaded and purchased. That process typically results in the dispute being declined and the access being revoked, so you'd have to

Rather than treat these as grounds for a refund, I've already gone ahead and fixed every issue you raised. The updates are live and available to you right now. (The LimeStripe asset I checked directly against the live demo)

That's exactly what the support and update commitment is for: small issues like these get corrected promptly via updates

Best, Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 01:34, <[REDACTED]> wrote:

Hi Michael,

I'm requesting a full refund for my recent purchase of your Lexington Themes Full Access Bundle purchased

The templates are non-functional/broken (links, directory structure, etc.) and are generally of low quality (e.g. broken links, etc). The item is therefore "not as described" or does not work the way it should.

Here are a few examples from spending ~15 minutes going through 2 out of 45 templates:

Buio:

- 'Sing up' button text instead of 'Sign up'
- Contact: correct URL is '/contact/' not '/forms/contact/'

Spazio Bianco:

- Legal: '/legsl/terms/' instead of '/legal/terms'
- 'LimeStripe' image asset is pixelated on all pages
- '/customers/1' has 'Integrations' as the heading instead of 'Customers'
- 'src/components/fundations' instead of '/src/components/fundations'

When purchasing a product, it's reasonable to expect that it functions as-is without needing to review/test all the details. According to your refund page (<https://lexingtonthemes.com/legal/refund>) you are committed to providing a full refund within two weeks. If I do not receive a full refund, I will be disputing this purchase with my credit card company.

Please provide a full refund within two weeks. If I do not receive a full refund, I will be disputing this purchase with my credit card company.

Thank you for your attention to this matter.

[REDACTED]

To: Michael Andreuzza <[REDACTED]>

Hi Michael,

Here are the issues with the Author theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Rendering issues on multiple pages. The top section is cut off on the homepage, about, contact, and author bio pages (that I noticed):



Perspectives in Architecture. Conversations and Creativity

Welcome to Perspectives in Architecture, where we explore the fascinating world of design through insightful interviews with architects, designers, and visionaries. Discover the stories behind iconic structures, the challenges of modern design, and the inspiration that drives innovation in the built environment. Join us as we delve into the minds shaping the future of architecture.

Featured



Emma Carter — Travel & Adventure Writer

Emma Carter is a seasoned travel writer who specializes in exploring off-the-beaten-path destinations. Her writing captures the essence of remote places, providing readers with a sense of adventure and excitement.

With a passion for uncovering hidden gems, Emma shares her experiences through detailed guides, travel tips, and personal stories. She encourages her audience to explore beyond the typical tourist spots and find beauty in the unexpected.

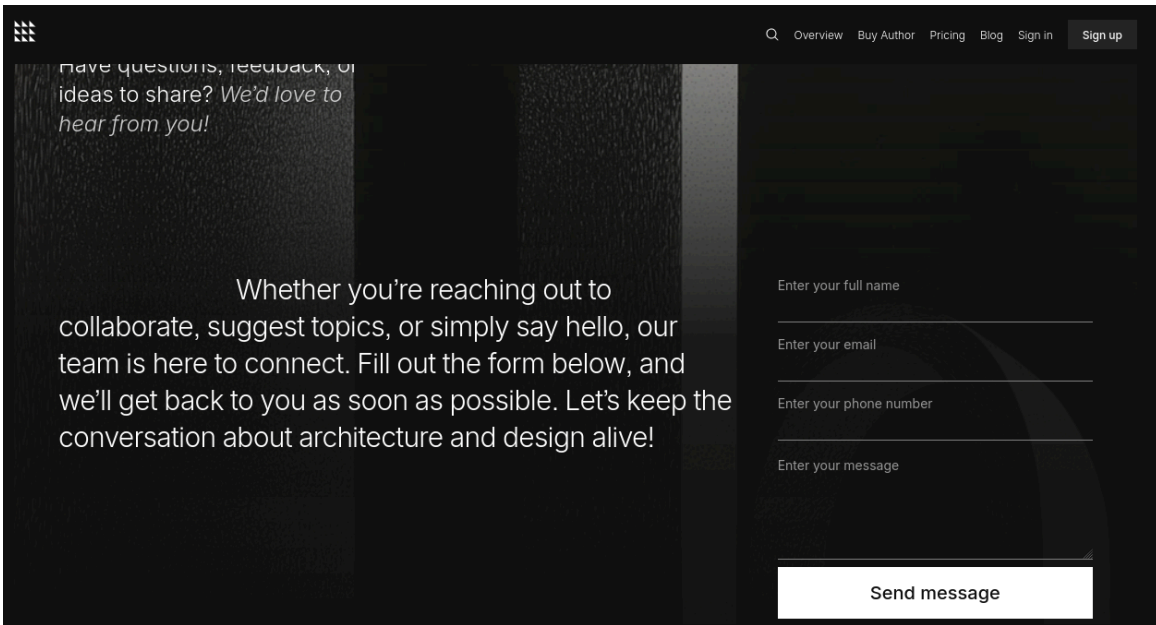
Her articles inspire wanderlust and offer practical advice for fellow travelers seeking their next great adventure.

Twitter Linked Email Website



Welcome to Perspectives in Architecture, a platform dedicated to exploring the art, science, and stories behind the spaces we inhabit. Our mission is to celebrate the creativity, innovation, and craftsmanship that shape the built environment, from ancient wonders to cutting-edge designs.

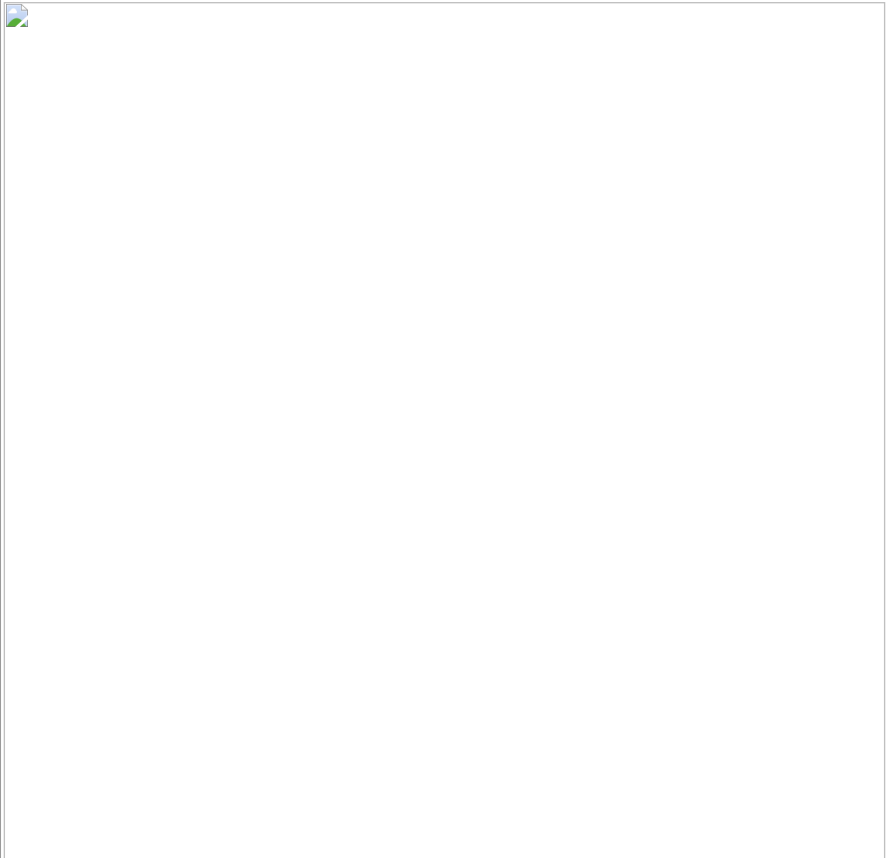
Here, we bring together architects, designers, and enthusiasts to share insights, inspire ideas, and spark meaningful conversations about architecture's impact on our lives and communities. Whether you're passionate about preserving heritage, embracing sustainability, or exploring new design trends, you'll find a home here.



These pages are scrolled all the way to the top and text/images are still cut off behind the header.

- Featured section does not display correctly; buttons do not work:

lexingtonthemes.com	Actual:
--	---------



Featured

JANUARY 05, 2026 · 1 MIN READ

THE MAJESTY OF BAR

Delving into the dramatic eleganc

JANUARY 04, 2026 · 1 MIN READ

THE ART OF RENAISSA

A journey through the harmoniou

JANUARY 03, 2026 · 1 MIN READ

- Footer links seem to be rendered incorrectly:

Navigation	● Blog index	/blog
	● Authors	/authors
	● Sign in	/
	● Sign up	/signup
	● Membership	/pricing
Blog	● The Elegance of Historic Architecture	/blog/posts/1
	● The Art of Renaissance Architecture	/blog/posts/5
Credits	● Website by	Johan Lindström
	● Art Direction	Yuki Tanaka
	● Project Management	Giulia Rossi
	● UI/UX Design	Carlos Hernández
	● 3D Design & Animation	Hiroshi Nakamura
Awards	● Awwards	Site fo the day
	● TCSSDA	Site of the year

- Overview > Tag Category > Tag Category link is broken; leads to 404 page

Scott

On 6/8/26 8:35 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Astromax SP theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- General rendering issues. Here is the homepage (as an example):

lexingtonthemes.com :	Actual:

MAXIMIZE YOUR ONLINE PRESENCE WITH A UNIQUE AND ENGAGING ONE-PAGE WEBSITE THAT DELIVERS OUTSTANDING RESULTS.

• LET'S BUILD • DESIGN MAGIC • FRONT-END LOVE • AVAILABLE

John seamlessly merges design and coding, creating polished designs that strike a perfect balance between trends and originality. His approach of crafting designs directly in code yields exceptional results, surpassing expectations.

Emily Reynolds
CEO of Swift Designworks

Mark has an exceptional eye for design, and collaborating with him has been an absolute delight. I am looking forward to partnering with him on upcoming projects. I wholeheartedly endorse him to anyone in search of exceptional, top-notch work.

Lindsay Chen
Founder of CodeCraft Studios

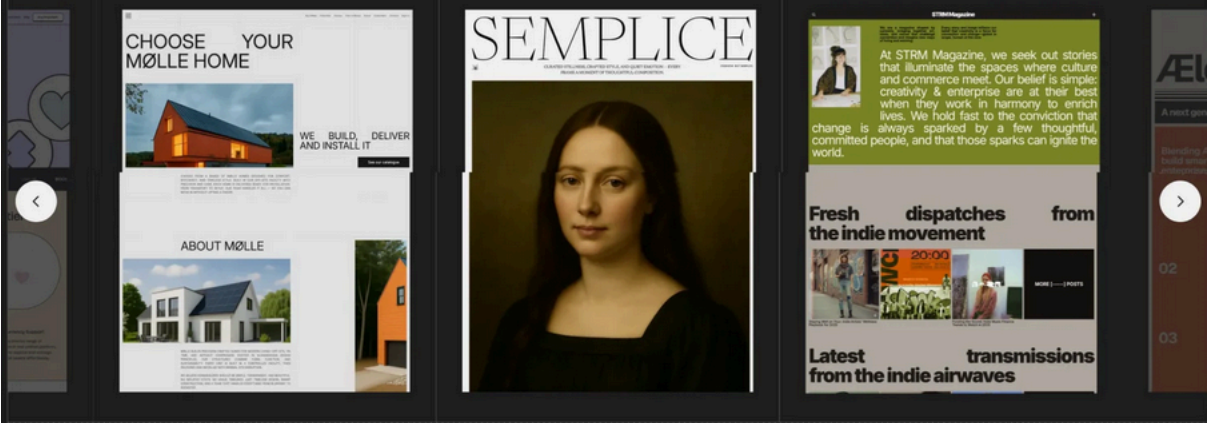
Ethan has been an invaluable asset in the realm of design, and I struggled to keep pace with his work speed during our collaboration. His designs are sleek, and he consistently delivers substantial value; he continuously refines his designs and introduces enhancements.

Gabriel Martínez
Innovator at PixelPerfect Creations

Andrew stands out as a distinctive blend of designer and developer who comprehends business requirements. He utilized his prior experience to swiftly create multiple landing pages for SparkLynx.

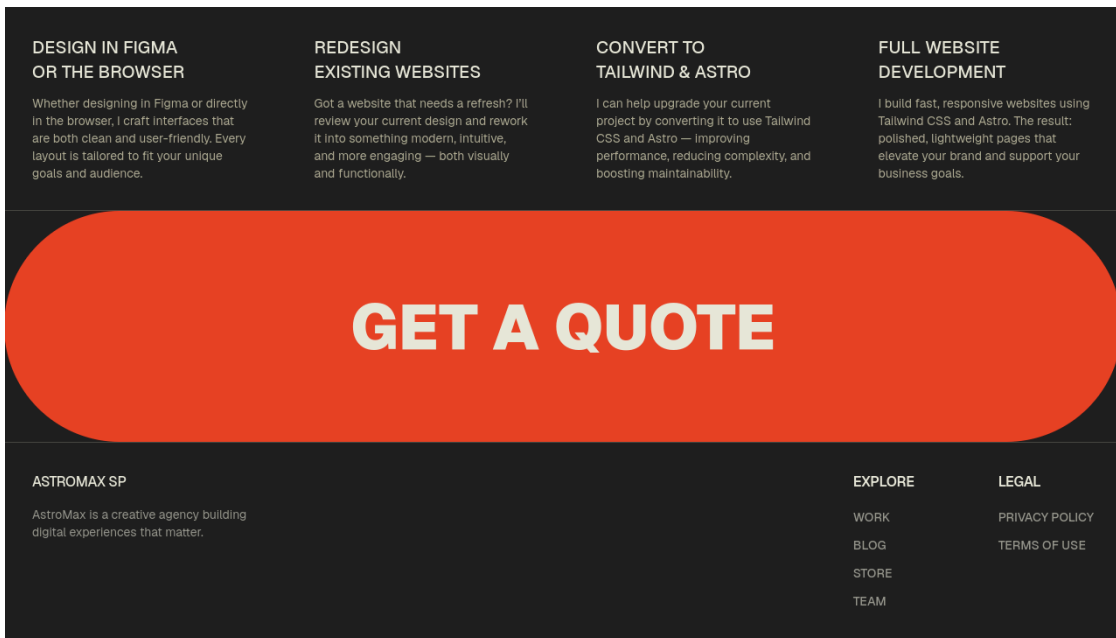
Jessica Carter
Co-Founder of SparkLynx Technologies

DESIGNED AND DEVELOPED WEBSITES AT ASTROMAX



This is in direct contradiction to your claim that the "templates function as shown." The theme navigation buttons also do not work for me.

Here is another example of what the "get quote" button looks like:



The "GET A QUOTE" button displays at full width/height of the container.

- Search button does not work

For reference, I am using Firefox 140.11.0. Firefox is a major browser and should be supported by these themes. I did not find any claim on your lexingtonthemes.com that your th
Scott

On 6/8/26 8:05 PM, [REDACTED] wrote:

Hi Michael,

You did not address my rebuttals or my counterpoints, so I'll assume that you concede the template issues will remain in a broken state and that you refuse to fix them.

I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly.

They do not resolve for me. I get 404 errors for each.

As with the earlier templates, the items you've raised are either inaccurate or the template working as designed, with the few genuine minor links already corrected.

If you'd like to me clarify any of the points, please let me know and I can provide screenshots and/or screen recordings to further support my claims. So far, I have further c
issues are broken and you do not plan to fix them (contrary to your claims for refunds on lexingtonthemes.com):

The product is inaccurately described or fails to function as expected.

If a product doesn't work as intended, I am committed to fixing the issue promptly with an update. A product is considered "not as described" if it is materially differe

As a reminder, these are your terms as part of my purchase. By failing to offer a refund and by failing to address the issues, you are failing to provide the service you claim

My position is unchanged: NO REFUND

I understand, which is why I am documenting all of the issues to support my credit card chargeback claim. You initially asserted that your templates are not broken and do
sake of transparency, I am documenting all of the issues I find in the templates in this e-mail thread so that there is a record of all of the product's broken features.

Scott

On 6/8/26 4:08 PM, Michael Andreuzza wrote:

Scott, I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly. As with the earlier templates, the items you've

My position is unchanged: **NO REFUND**
There's nothing further for me to add here.

Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]
Location: Mariehamn, Åland Islands
Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 22:42, [REDACTED] wrote:

Hi Michael,

Here is the Vite warning I'm getting in each of your templates:

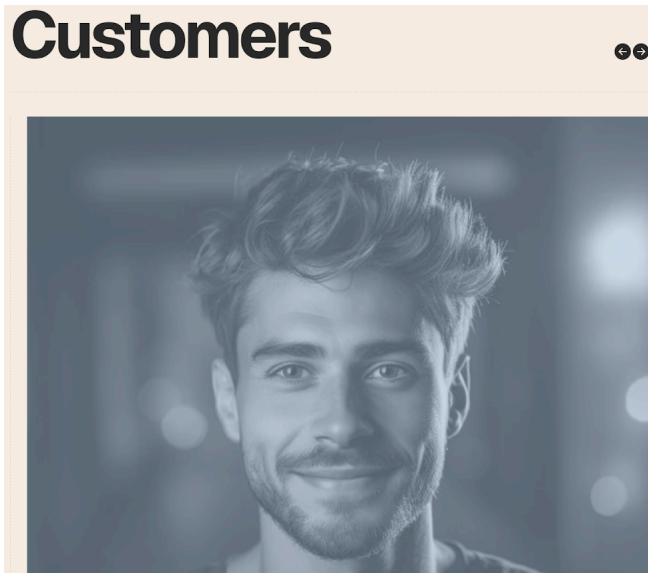
```
► Vite 8.0.16 detected in your project.  
Astro requires Vite 7. Add "overrides": { "vite": "^7" } to your package.json to avoid issues.
```

For the search button, I'm not sure what the purpose is then if it's intended not to work. Shouldn't it link to the search page or search pop-up? Otherwise the temp

When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do. this does not happen.

I can possibly find a way to screen record this happening if you like.

This is what my Customers section looks like:

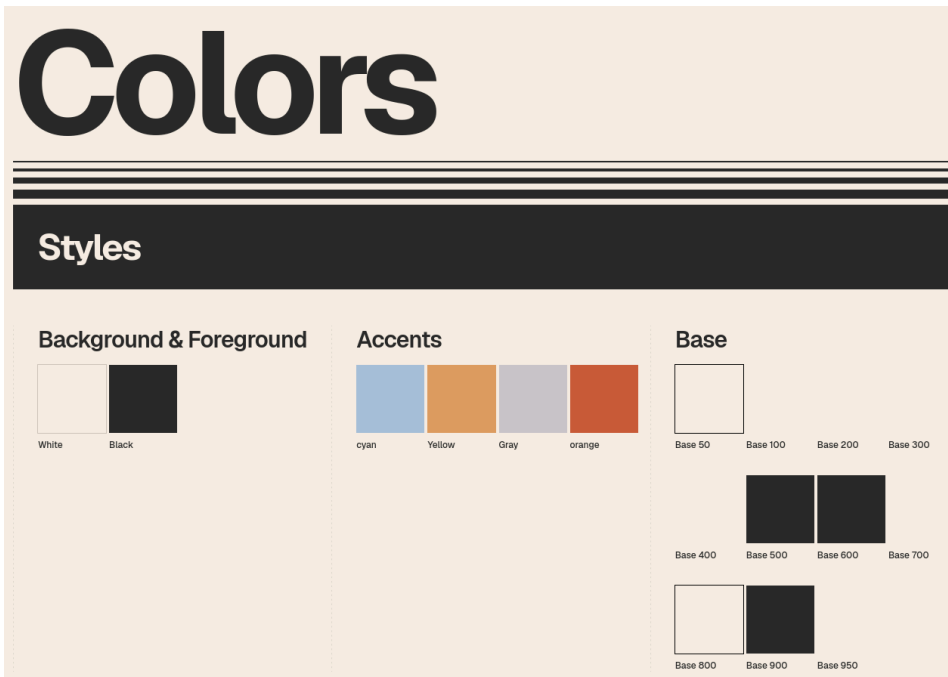


Every image is displayed in full width of the screen and the buttons do not do anything. They are unresponsive.

The image logos aren't showing on the Integrations page
The cards are intentionally designed without logos.

Then they appear to have spacing issues. There is a massive gap where an image (brand logo) would normally be.

This is what I get for the Colors section:



The colors I mentioned are missing or do not appear.

Clicking Overview > Terms of use (sp) leads to a 404 page
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality

But I should be able to access the template pages and there's currently no way to do this because the link is broken.

Did you test these templates in all major web browsers? There's nothing on your website to suggest these templates are only compatible with specific browsers.

I understand that you are not willing to offer a refund despite the issues with the product. However, I need to document all of the issues with your templates for my

To further show support that these templates are broken, here are the issues I found with the Alfred template:

- Same Vite warning that the installed version is incompatible with the Astro version used
- Team > Details page results in a 404
- Overview > RSS page results in a 404
- Blog > Tag Details page results in a 404

Scott

On 6/8/26 3:18 PM, Michael Andreuzza wrote:

Scott,

I went through every point on your list. Most of them are simply not true, and I've attached screenshots so you can see for yourself. The rest are normal template behavior or placeholder content, not defects.

- **Vite warning:** there is none. (screenshot)

```

ncu -i
+ aelen git:(main) ncu -u
Upgrading /Users/michelandreuzza/Desktop/aelen/package.json
[=====] 9/9 100%

@astrojs/sitemap      ^3.7.2 → ^3.7.3
@tailwindcss/typography ^8.5.19 → ^8.5.20
astro                 ^6.3.5 → ^6.4.4

Run npm install to install new versions.
npm i
+ aelen git:(main) / npm i

added 382 packages, and audited 383 packages in 13s

189 packages are looking for funding
  run `npm fund` for details

1 moderate severity vulnerability

To address all issues, run:
  npm audit fix

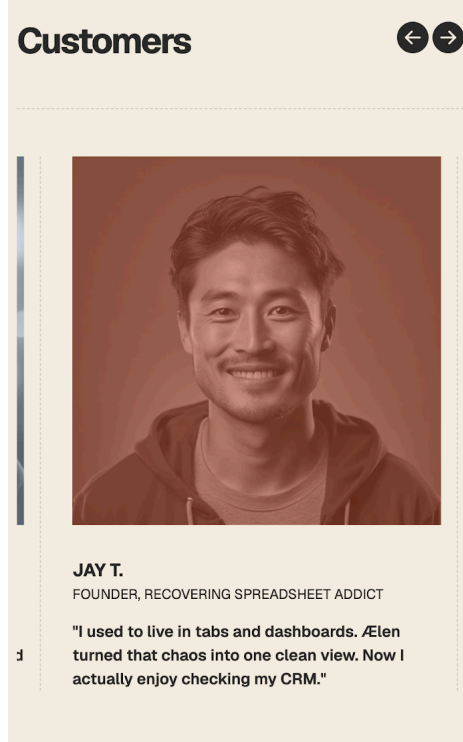
Run `npm audit` for details.
+ aelen git:(main) / npm run dev

> @lexington/aelen@0.1.1 dev
> astro dev

[vite] connected.
21:45:56 [types] Generated @ms
[vite] connected.
21:45:57 [content] Syncing content
21:45:57 [content] Astro config changed
21:45:57 [content] Content config changed
21:45:57 [content] Astro version changed
21:45:57 [content] Clearing content store
21:45:57 [content] Synced content
astro v6.4.4 ready in 1743 ms
Local http://localhost:4321/
Network use --host to expose
21:45:57 watching for file changes...

```

- **The search button doesn't work:** Works as intended.
- **When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do"** this does not happen.
- **The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026**
This is placeholder copy text, you are supposed to add your own text
- **The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive**
The customers section is a testimonials section, it works completely fine. and buttons are responsive



- **The image logos aren't showing on the Integrations page**
The cards are intentionally designed without logos.
- **The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up properly**
The show completely fine
- **The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)**
Blog "/blog-two/" link in the menu — that was a wrong path. It's corrected and pushed.
- **Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)**
The numbers are index numbers, the blog landing page is showing from new to old, again nothing broke
- **Clicking Overview > RSS leads to a 404 page**
Typo on file, already deployed and available
- **Clicking Overview > Terms of use (sp) leads to a 404 page**
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality

- **Clicking Overview > Privacy Policy leads to a 404 page**
Same as above.

To summarize; of the twelve points you listed, exactly one was an actual issue, a single mistyped link path, and it has been corrected. Every other item is e not, by any reasonable standard, "non-functional" or "broken."

I've now addressed each of your claims in detail across several emails and demonstrated, with evidence, that the product works as described. My decision correspondence, the screenshots, the purchase and GitHub access records, and the refund policy you agreed to at the time of purchase. I am confident in

This is my final reply on the matter.

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 21:29, <[REDACTED]> wrote:

Hi Michael,

To add further support to show that the product is broken, here are a number of issues identified with the AElen template:

- There is a Vite warning that the installed version is incompatible with the Astro version used
- The search button doesn't work
- When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do."
- The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026
- The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive
- The image logos aren't showing on the Integrations page
- The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up properly
- The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)
- Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)
- Clicking Overview > RSS leads to a 404 page
- Clicking Overview > Terms of use (sp) leads to a 404 page
- Clicking Overview > Privacy Policy leads to a 404 page

As you can see, there are issues in each of the templates reviewed so far, and the problem is much worse than you described. Dismissing the issues do

Scott

On 6/8/26 12:19 PM, [REDACTED] wrote:

Hi Michael,

I'm reviewing your website and I don't see a disclaimer that the products may not work as intended. I will be adding this to my claim unless you ce

You may want to add this to your site if your intention is that customers find and fix issues with the templates instead of you providing a working p

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:17 [REDACTED] <[REDACTED]> wrote:

The fact that you had to correct issues (which you conceded are issues that required fixing) with the templates is an admission that the prc purchased the product.

When you provide the details to my credit card issuer, please include that fact that the product had issues (and was therefore is a broken s

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:10 Michael Andreuzza <[REDACTED]> wrote:

To correct you: I have not said the product is broken, and fixing a few placeholder typos is not an admission that it is. Minor copy in product.

The templates function as shown in the public live demos, which is the standard for "as described," and they are in active use by 9,(

As mentioned before, you're free to pursue a chargeback. If you do, I'll provide my response and supporting records to your card is:

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:42, <[REDACTED]> wrote:

Hi Michael,

Calling the issue "resolved" doesn't make it so. I requested a refund and still have not received it.

Within this e-mail chain you have admitted that the product has issues (and therefore the product can be considered broken) and them.

You as the creator and owner of the product should have done this beforehand. This is especially true if you are a "professional d

The product is not as described. You did not describe the broken state or issues the template had prior to purchase. I also could r spend my time identifying/fixing the issues with your product to get it into a working state. The product should work as-is when yo

If I do not receive a refund for the broken product, I will pursuing the matter further with my credit card company to try to find a re:

Scott

----- Original Message -----

On Monday, 06/08/26 at 10:24 Michael Andreuzza <[REDACTED]> wrote:

Two quick points, and then I'll consider this closed, as I've already covered the rest.

These templates are hand-coded by me. I'm a professional designer and developer, they are not built with AI, and how I w

Calling the product "broken" or "non-functional" doesn't make it so. The only issues you found were minor placeholder typ

I maintain my themes regularly, so I know they work, and they work very well.
If you find something specific, you can reach me by email or in the Discord channel, the access is on your Polar benefits a

Otherwise this is resolved, and you're free to file a chargeback if you choose.

Michael

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:02, <[REDACTED]> wrote:

Are you able to respond without using AI? The fact that you are using AI to respond strongly suggests that you used AI t

Please keep in mind that these issues were identified within spending a few minutes on 2 out of the 45 templates. I'm su
and you cannot expect customers to be your quality review. The product should work as-is upon purchase. I'm seeking :

Scott

----- Original Message -----

On Monday, 06/08/26 at 09:52 Michael Andreuzza <[REDACTED]> wrote:

Hi Scott,

Thank you for the follow-up. I want to address your points directly and fairly.

The product is not broken or non-functional. The templates build, run, and match the live demos exactly. What yc
demonstrate, I have already corrected every typo/path you listed and pushed the updates to the repositories. The

- "Sing up" > "Sign up"
- /forms/contact > /contact
- /legal/terms > /legal/terms
- Customers page heading corrected from "Integrations" to "Customers"

These corrections are recorded in the public commit history of each repository, made on June 8, 2026:

- **Buio**: Lexington-Themes/buio, commit e7ab157
- **Spazio Bianco**: Lexington-Themes/spaziobianco, commit 4e450be

The fact that every issue you listed was fixed within minutes is itself the clearest evidence that the product is neit
day, those two claims contradict each other.

For context, these templates are in active use by over 9,000 customers who are building and shipping real produ
state" is not consistent with that, nor with the live demos that have been publicly available the entire time. The h
and they do not affect functionality.

On being able to evaluate the product beforehand: The full, interactive live demos are published publicly on tl
product was accurately described and is materially identical to those previews, which is the standard our refund p

That policy also states clearly that refunds are not provided once an item has been downloaded or accessed on t
products are fully in your possession.

Regarding the chargeback: that is your right to pursue. If you do, I will respond with the relevant evidence, the j
your account, the refund policy you accepted at checkout, and the commit history showing that every issue you r

I'd also want you to be clear on the likely outcome: because the templates were downloaded and forked thro
access is also revoked the moment a purchase is reversed. So the realistic result of a chargeback is that you los

The issues you raised are fixed, the product works as shown, and I'm happy to help with any questions you have

Best,

Michael Andreuzza

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 16:33, <[REDACTED]> wrote:

Thank you for your response. I don't find your resolution acceptable because the product is broken and as suc
wouldn't have purchased the product. I also couldn't have known your product is broken unless I downloaded/e

Since the product is disfunctional, has too many issues to name/fix, and you refuse to provide a refund, I will b

Scott

----- Original Message -----
On Monday, 06/08/26 at 08:09 Michael Andreuzza <[REDACTED]> wrote:

Hi Scott,

Thank you for taking the time to go through the templates and for laying out your notes in detail. I've rev

First, the important part: every item you mentioned is placeholder copy and cosmetic text, not broken fu two-second edit, and all of it is meant to be replaced with your own copy and routes anyway. Templates from building, running, or being used as intended.

On the specific points:

- **Copy/typos** (Sign up, legal, customers heading, foundations): placeholder text, edited in seconds, and
- **Link paths** (/contact/, /legal/terms/): demo routing that you wire to your own pages, not a defect in the
- **"LimeStripe" image**: I've checked this directly against the live demo and the asset is not pixelated. It

Under the refund policy, "not as described" means the product is materially different from the live previe states I fix them promptly via an update rather than treating them as grounds for a refund, and I'm happ

I also have to be straightforward about eligibility. The policy clearly states that refunds are not provided that reason this request does not qualify for a refund.

Regarding a chargeback: I'd genuinely prefer not to go there. Because the templates were downloade purchase. That process typically results in the dispute being declined and the access being revoked, so

Rather than treat these as grounds for a refund, I've already gone ahead and fixed every issue you rais repositories, so the updates are live and available to you right now. (The LimeStripe asset I checked dir

That's exactly what the support and update commitment is for: small issues like these get corrected pro

Best, Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 01:34, <[REDACTED]> wrote:

Hi Michael,

I'm requesting a full refund for my recent purchase of your Lexington Themes Full Access Bundle pur

The templates are non-functional/broken (links, directory structure, etc.) and are generally of it etc). The item is therefore "not as described" or does not work the way it should.

Here are a few examples from spending ~15 minutes going through 2 out of 45 templates:

Buio:

- 'Sing up' button text instead of 'Sign up'
- Contact: correct URL is '/contact/' not '/forms/contact/'

Spazio Bianco:

- Legal: '/legsl/terms/' instead of '/legal/terms'
- 'LimeStripe' image asset is pixelated on all pages
- '/customers/1' has 'Integrations' as the heading instead of 'Customers'
- 'src/components/fundations' instead of '/src/components/fundations'

When purchasing a product, it's reasonable to expect that it functions as-is without needing to review, understand according to your refund page (<https://lexingtonthemes.com/legal/refund>) you are commit

Please provide a full refund within two weeks. If I do not receive a full refund, I will be disputing this pr

Thank you for your attention to this matter.

[REDACTED]

To: Michael Andreuzza <[REDACTED]>

Hi Michael,

Here are the issues with the Bastion theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Search button doesn't work
- Partners section doesn't display correctly (on multiple pages); buttons do not work

lexingtonthemes.com

Actua

A CONSTRUCTION PARTNER TRUSTED
BY HOMEOWNERS, DEVELOPERS,
AND COMMERCIAL CLIENTS ALIKE

Real projects, real partners, and results delivered
through disciplined planning and execution.

A CO
BY P
COA



Robert Martinez
Operations Director

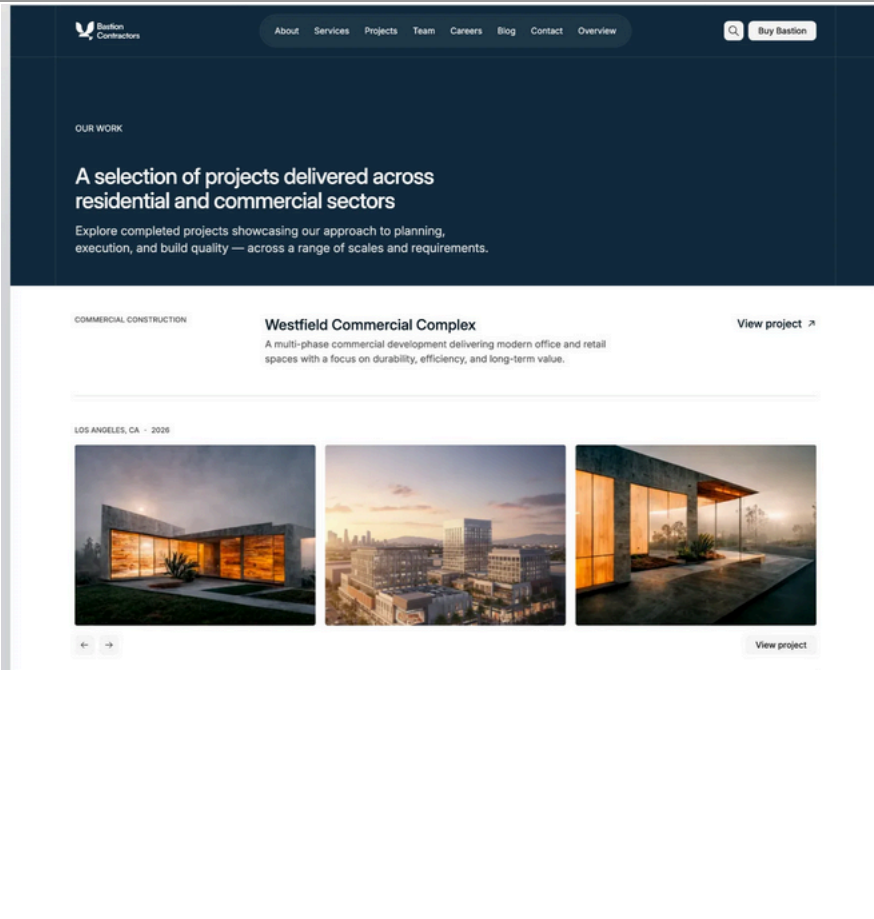
Sarah Johnson
Homeowner

Michael Chen
CEO

Em
Hat

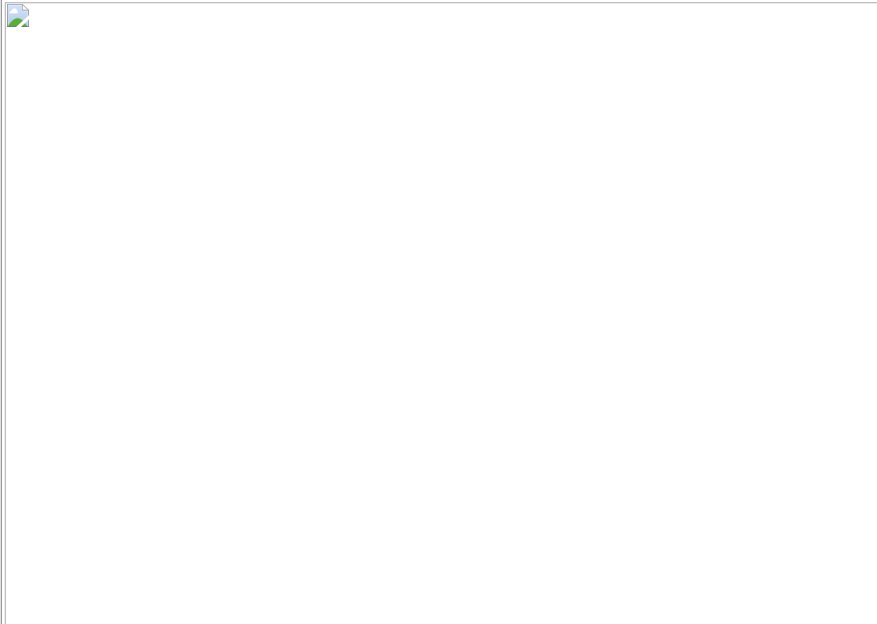
- Projects section displays incorrectly:

lexingtonthemes.com:



- The images on the blog page do not display correctly, they appear extra zoomed in; this issue also appears on the tag index pages:

lexingtonthemes.com



- The contact page has the wrong heading; it has 'Careers' instead of 'Contact':

Bastion Contractors

About Services Projects Team Careers Blog Contact Overview

Buy Bastion

CAREERS

Build a career defined by accountability, skill, and real-world impact

Join a team that values disciplined execution, safety on every site, and craftsmanship that stands up to scrutiny.

GET IN TOUCH

Contact our construction experts today.

Whether you have a question, need more details about our services, or want to discuss a potential collaboration, we're here to help. Fill out the form and we'll respond as soon as possible.

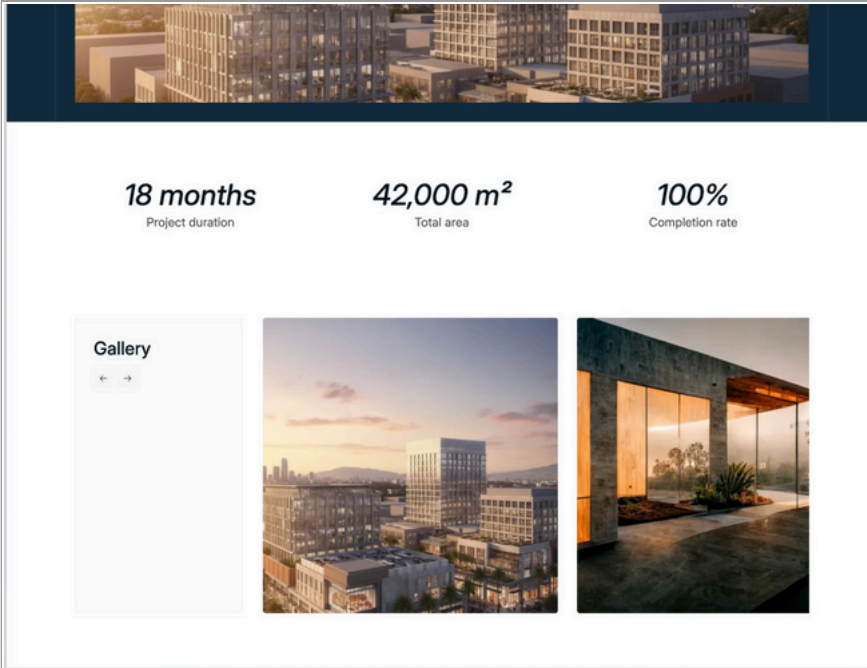
Send us a message

Share a few details and our team will reach out within one business day.

Name*

- Overview > Blog Pages > Tag Category link is broken; leads to 404 page
- The gallery section is broken on the project details page; buttons do not work:

lexingtonthemes.com:



- The navigation links in the footer are broken for the Company section (Why Us, Partners, Mission)

Scott

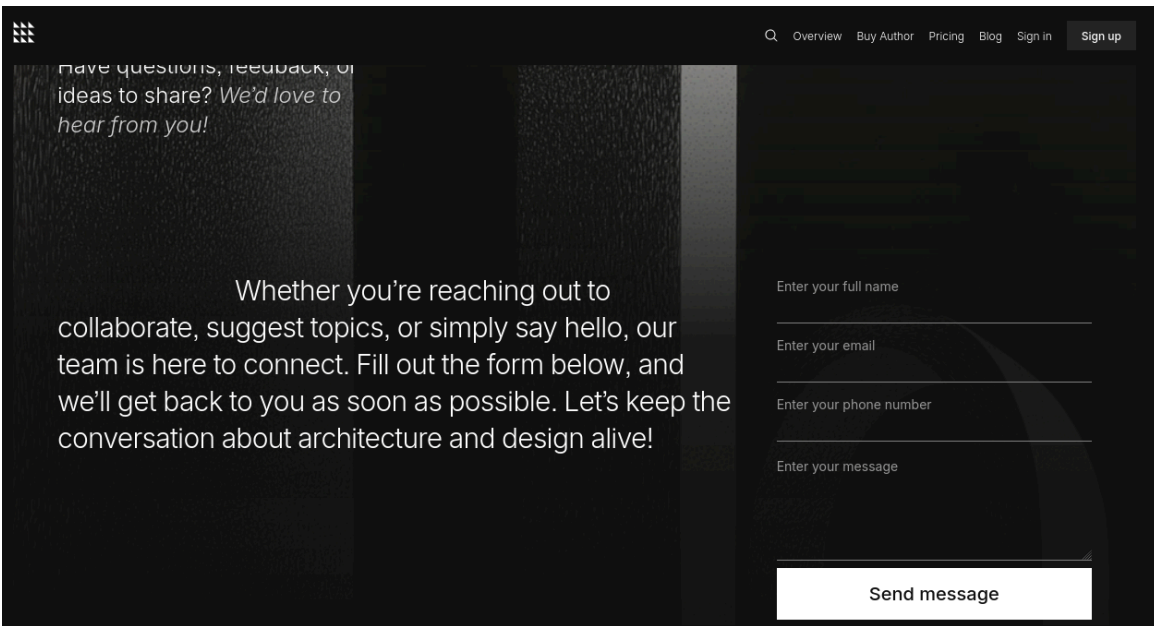
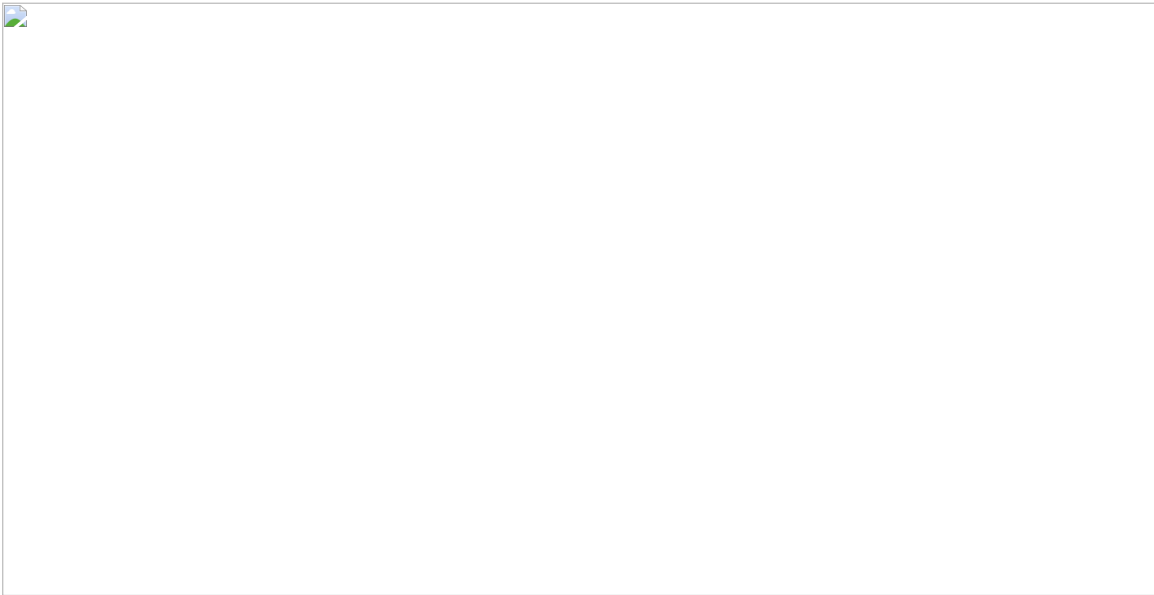
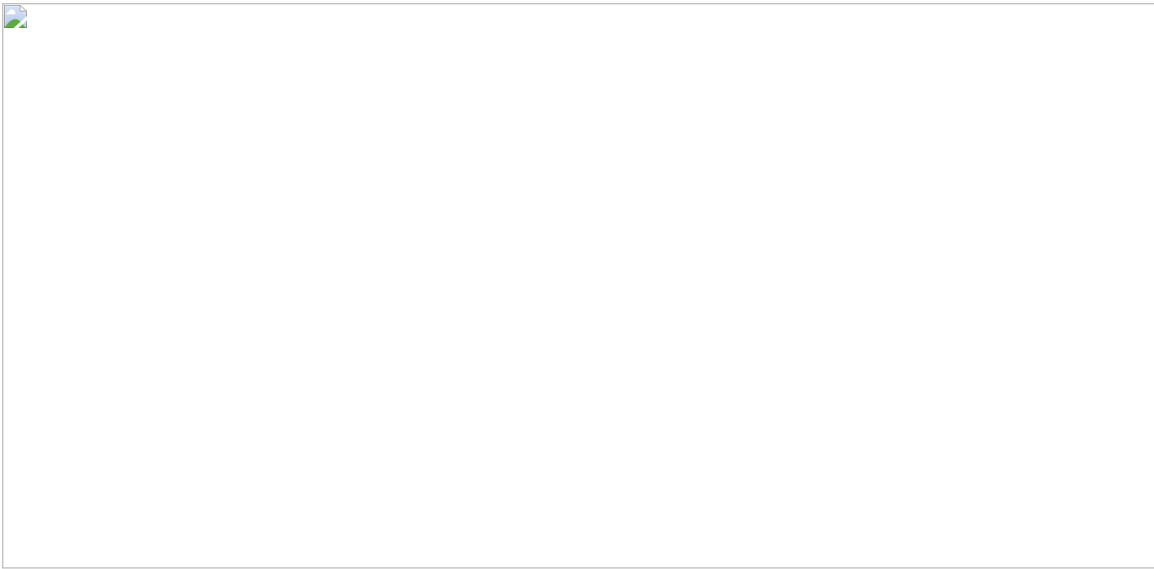
On 6/9/26 12:44 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Author theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Rendering issues on multiple pages. The top section is cut off on the homepage, about, contact, and author bio pages (that I noticed):





These pages are scrolled all the way to the top and text/images are still cut off behind the header.

- Featured section does not display correctly; buttons do not work:

lexingtonthemes.com	Actual:
--	---------

[Overview](#)
[Buy Author](#)
[Pricing](#)
[Blog](#)
[Sign In](#)
[Sign up](#)

Perspectives in Architecture:
Conversations and Creativity

Welcome to Perspectives in Architecture, where we explore the fascinating world of design through insightful interviews with architects, designers, and visionaries. Discover the stories behind iconic structures, the challenges of modern design, and the inspiration that drives innovation in the built environment. Join us as we delve into the minds shaping the future of architecture.

Featured

JANUARY 04, 2026

THE MAJESTY OF BAROQUE ARCHITECTURE

Delving into the dramatic elegance and opulent design of Baroque architectural wonders.

JANUARY 05, 2026

THE ART OF RENAISSANCE ARCHITECTURE

A journey through the harmonious proportions and intricate details of Renaissance architectural masterpieces.

JANUARY 04, 2026

THE GRANDEUR OF CLASSICAL ARCHITECTURE

Exploring the iconic beauty and enduring influence of classical design throughout history.

JANUARY 03, 2026

REVIVING THE CH...
OF GOTHIC CATH...

Explore the intricate details inspiring designs of Gothic that define architectural m...

Featured

JANUARY 05, 2026 · 1 MIN READ

THE MAJESTY OF

Delving into the dramatic ele

JANUARY 04, 2026 · 1 MIN READ

THE ART OF RENA

A journey through the harm

JANUARY 03, 2026 · 1 MIN READ

- Footer links seem to be rendered incorrectly:

Navigation	● Blog index	/blog
	● Authors	/authors
	● Sign in	/
	● Sign up	/signup
	● Membership	/pricing
Blog	● The Elegance of Historic Architecture	/blog/posts/1
	● The Art of Renaissance Architecture	/blog/posts/5
Credits	● Website by	Johan Lindström
	● Art Direction	Yuki Tanaka
	● Project Management	Giulia Rossi
	● UI/UX Design	Carlos Hernández
	● 3D Design & Animation	Hiroshi Nakamura
Awards	● Awwards	Site fo the day
	● TCSSDA	Site of the year

- Overview > Tag Category > Tag Category link is broken; leads to 404 page

Scott

On 6/8/26 8:35 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Astromax SP theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- General rendering issues. Here is the homepage (as an example):

lexingtonthemes.com :	Actual:

MAXIMIZE YOUR ONLINE PRESENCE WITH A UNIQUE AND ENGAGING ONE-PAGE WEBSITE THAT DELIVERS OUTSTANDING RESULTS.

• LET'S BUILD • DESIGN MAGIC • FRONT-END LOVE • AVAILABLE

John seamlessly merges design and coding, creating polished designs that strike a perfect balance between trends and originality. His approach of crafting designs directly in code yields exceptional results, surpassing expectations.

Emily Reynolds
CEO of Swift Designworks

Mark has an exceptional eye for design, and collaborating with him has been an absolute delight. I am looking forward to partnering with him on upcoming projects. I wholeheartedly endorse him to anyone in search of exceptional, top-notch work.

Lindsay Chen
Founder of CodeCraft Studios

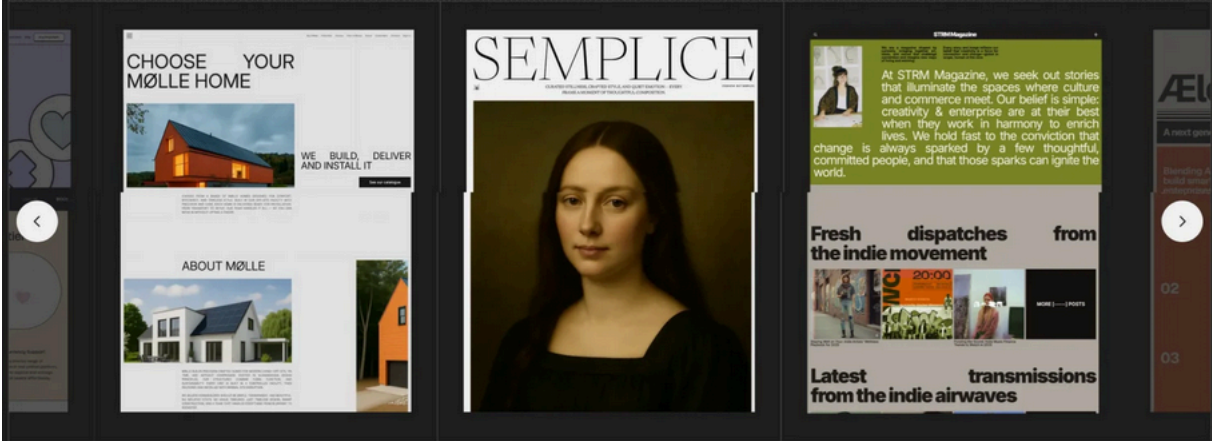
Ethan has been an invaluable asset in the realm of design, and I struggled to keep pace with his work speed during our collaboration. His designs are sleek, and he consistently delivers substantial value; he continuously refines his designs and introduces enhancements.

Gabriel Martinez
Innovator at PixelPerfect Creations

Andrew stands out as a distinctive blend of designer and developer who comprehends business requirements. He utilized his prior experience to swiftly create multiple landing pages for SparkLynx.

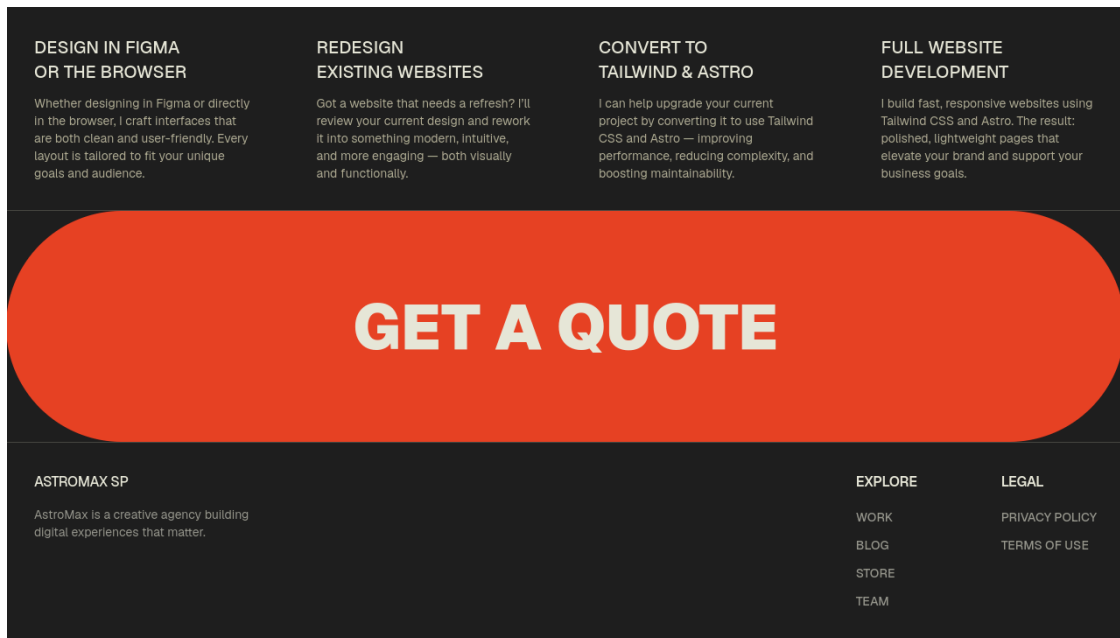
Jessica Carter
Co-Founder of SparkLynx Technologies

DESIGNED AND DEVELOPED WEBSITES AT ASTROMAX



This is in direct contradiction to your claim that the "templates function as shown." The theme navigation buttons also do not work for me.

Here is another example of what the "get quote" button looks like:



The "GET A QUOTE" button displays at full width/height of the container.

- Search button does not work

For reference, I am using Firefox 140.11.0. Firefox is a major browser and should be supported by these themes. I did not find any claim on your lexingtonthemes.com that Scott

On 6/8/26 8:05 PM, [REDACTED] wrote:

Hi Michael,

You did not address my rebuttals or my counterpoints, so I'll assume that you concede the template issues will remain in a broken state and that you refuse to fix them. *I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly.*

They do not resolve for me. I get 404 errors for each.

As with the earlier templates, the items you've raised are either inaccurate or the template working as designed, with the few genuine minor links already corrected.

If you'd like me to clarify any of the points, please let me know and I can provide screenshots and/or screen recordings to further support my claims. So far, I have found several issues are broken and you do not plan to fix them (contrary to your claims for refunds on lexingtonthemes.com):

The product is inaccurately described or fails to function as expected.

If a product doesn't work as intended, I am committed to fixing the issue promptly with an update. A product is considered "not as described" if it is materially different from what was advertised.

As a reminder, these are your terms as part of my purchase. By failing to offer a refund and by failing to address the issues, you are failing to provide the service you promised. ***My position is unchanged: NO REFUND***

I understand, which is why I am documenting all of the issues to support my credit card chargeback claim. You initially asserted that your templates are not broken and for the sake of transparency, I am documenting all of the issues I find in the templates in this e-mail thread so that there is a record of all of the product's broken features.

Scott

On 6/8/26 4:08 PM, Michael Andreuzza wrote:

Scott, I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly. As with the earlier templates, the items you listed are resolved.

My position is unchanged: **NO REFUND**
There's nothing further for me to add here.

Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 22:42, [REDACTED] wrote:

Hi Michael,

Here is the Vite warning I'm getting in each of your templates:

```
► Vite 8.0.16 detected in your project.  
Astro requires Vite 7. Add "overrides": { "vite": "^7" } to your package.json to avoid issues.
```

For the search button, I'm not sure what the purpose is then if it's intended not to work. Shouldn't it link to the search page or search pop-up? Otherwise the search button is broken. ***When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do. this does not happen.***

I can possibly find a way to screen record this happening if you like.

This is what my Customers section looks like:

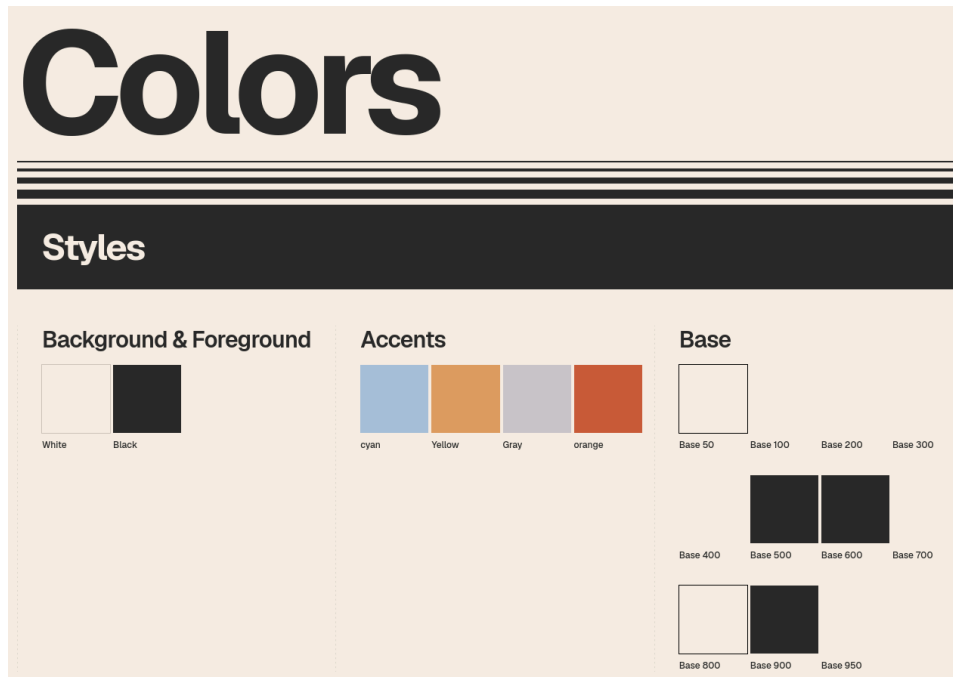


Every image is displayed in full width of the screen and the buttons do not do anything. They are unresponsive.

The image logos aren't showing on the Integrations page
The cards are intentionally designed without logos.

Then they appear to have spacing issues. There is a massive gap where an image (brand logo) would normally be.

This is what I get for the Colors section:



The colors I mentioned are missing or do not appear.

Clicking Overview > Terms of use (sp) leads to a 404 page
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality

But I should be able to access the template pages and there's currently no way to do this because the link is broken.

Did you test these templates in all major web browsers? There's nothing on your website to suggest these templates are only compatible with specific brow

I understand that you are not willing to offer a refund despite the issues with the product. However, I need to document all of the issues with your templates:

To further show support that these templates are broken, here are the issues I found with the Alfred template:

- Same Vite warning that the installed version is incompatible with the Astro version used
- Team > Details page results in a 404
- Overview > RSS page results in a 404
- Blog > Tag Details page results in a 404

Scott

On 6/8/26 3:18 PM, Michael Andreuzza wrote:

Scott,

I went through every point on your list. Most of them are simply not true, and I've attached screenshots so you can see for yourself. The rest are normal template behavior or placeholder content, not defects.

- **Vite warning: there is none. (screenshot)**

```

rcu ~
└─ selen git:(main) rcu -u
Upgrading /Users/nichelandreuzza/Desktop/selen/package.json
[=====] 9/9 100%

@astrojs/sitemap    ^3.7.2 → ^3.7.3
@tailwindcss/typography ^6.5.19 → ^6.5.20
astro               ^6.3.5 → ^6.4.4

Run npm install to install new versions.
rcu ~
└─ selen git:(main) / npm i

added 382 packages, and audited 383 packages in 13s

388 packages are looking for funding
  run `npm fund` for details

1 moderate severity vulnerability

To address all issues, run:
  npm audit fix

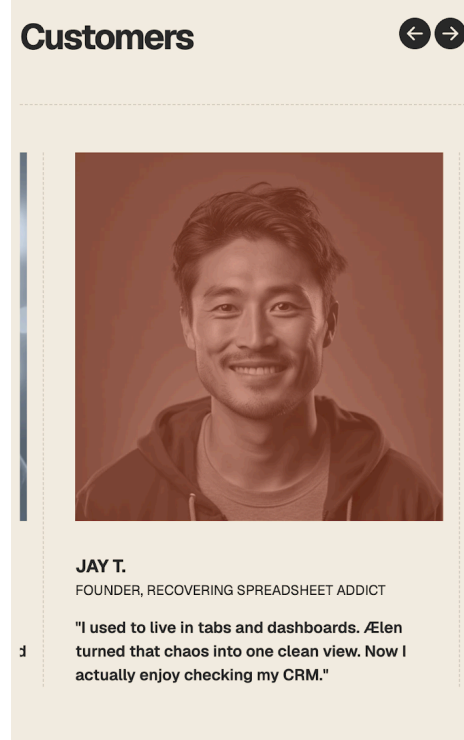
Run `npm audit` for details.
└─ selen git:(main) / npm run dev

> @lexington/selen@0.0.1 dev
> astro dev

[vite] connected.
21:46:56 [types] Generated sitem
[vite] connected.
21:46:57 [content] Syncing content
21:46:57 [content] Astro config changed
21:46:57 [content] Content config changed
21:46:57 [content] Astro version changed
21:46:57 [content] Clearing content store
21:46:57 [content] Synced content
astro v6.4.4 ready in 1743 ms
Local   http://localhost:4321/
Network use --host to expose
21:46:57 watching for file changes...

```

- **The search button doesn't work:** Works as intended.
- **When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CR** this does not happen.
- **The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026**
This is placeholder copy text, you are supposed to add your own text
- **The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive**
The customers section its a testimonials section, it works completely fine. and buttons are responsive



- **The image logos aren't showing on the Integrations page**
The cards are intentionally designed without logos.
- **The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up properly**
The show completely fine
- **The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)**
Blog "/blog-two/" link in the menu — that was a wrong path. It's corrected and pushed.
- **Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)**
The numbers are index numbers, the blog landing page is showing from new to old, again nothing broke
- **Clicking Overview > RSS leads to a 404 page**
Typo on file, already deployed and available
- **Clicking Overview > Terms of use (sp) leads to a 404 page**
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality

- **Clicking Overview > Privacy Policy leads to a 404 page**
Same as above.

To summarize; of the twelve points you listed, exactly one was an actual issue, a single mistyped link path, and it has been corrected. Every other is not, by any reasonable standard, "non-functional" or "broken."

I've now addressed each of your claims in detail across several emails and demonstrated, with evidence, that the product works as described. My d correspondence, the screenshots, the purchase and GitHub access records, and the refund policy you agreed to at the time of purchase. I am confi

This is my final reply on the matter.

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 21:29, <[REDACTED]> wrote:

Hi Michael,

To add further support to show that the product is broken, here are a number of issues identified with the AEIen template:

- There is a Vite warning that the installed version is incompatible with the Astro version used
- The search button doesn't work
- When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do."
- The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026
- The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive
- The image logos aren't showing on the Integrations page
- The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up properly
- The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)
- Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)
- Clicking Overview > RSS leads to a 404 page
- Clicking Overview > Terms of use (sp) leads to a 404 page
- Clicking Overview > Privacy Policy leads to a 404 page

As you can see, there are issues in each of the templates reviewed so far, and the problem is much worse than you described. Dismissing the iss

Scott

On 6/8/26 12:19 PM, [REDACTED] wrote:

Hi Michael,

I'm reviewing your website and I don't see a disclaimer that the products may not work as intended. I will be adding this to my claim unless

You may want to add this to your site if your intention is that customers find and fix issues with the templates instead of you providing a wo

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:17 [REDACTED] <[REDACTED]> wrote:

The fact that you had to correct issues (which you conceded are issues that required fixing) with the templates is an admission that purchased the product.

When you provide the details to my credit card issuer, please include that fact that the product had issues (and was therefore is a b

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:10 Michael Andreuzza <[REDACTED]> wrote:

To correct you: I have not said the product is broken, and fixing a few placeholder typos is not an admission that it is. Minor c product.

The templates function as shown in the public live demos, which is the standard for "as described," and they are in active us

As mentioned before, you're free to pursue a chargeback. If you do, I'll provide my response and supporting records to your

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:42, <[REDACTED]> wrote:

Hi Michael,

Calling the issue "resolved" doesn't make it so. I requested a refund and still have not received it.

Within this e-mail chain you have admitted that the product has issues (and therefore the product can be considered broke them.

You as the creator and owner of the product should have done this beforehand. This is especially true if you are a "profess

The product is not as described. You did not describe the broken state or issues the template had prior to purchase. I also spend my time identifying/fixing the issues with your product to get it into a working state. The product should work as-is w

If I do not receive a refund for the broken product, I will pursuing the matter further with my credit card company to try to fir

Scott

----- Original Message -----

On Monday, 06/08/26 at 10:24 Michael Andreuzza <[REDACTED]> wrote:

Two quick points, and then I'll consider this closed, as I've already covered the rest.

These templates are hand-coded by me. I'm a professional designer and developer, they are not built with AI, and I

Calling the product "broken" or "non-functional" doesn't make it so. The only issues you found were minor placeholder live demos and is used by 9,000+ customers, so I won't accept that false characterization as grounds for a refund. I

I maintain my themes regularly, so I know they work, and they work very well.

If you find something specific, you can reach me by email or in the Discord channel, the access is on your Polar be

Otherwise this is resolved, and you're free to file a chargeback if you choose.

Michael

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:02, <[REDACTED]> wrote:

Are you able to respond without using AI? The fact that you are using AI to respond strongly suggests that you u

Please keep in mind that these issues were identified within spending a few minutes on 2 out of the 45 templates and you cannot expect customers to be your quality review. The product should work as-is upon purchase. I'm se

Scott

----- Original Message -----

On Monday, 06/08/26 at 09:52 Michael Andreuzza <[REDACTED]> wrote:

Hi Scott,

Thank you for the follow-up. I want to address your points directly and fairly.

The product is not broken or non-functional. The templates build, run, and match the live demos exactly. V demonstrate, I have already corrected every typo/path you listed and pushed the updates to the repository

- "Sing up" > "Sign up"
- /forms/contact > /contact
- /legsl/terms > /legal/terms
- Customers page heading corrected from "Integrations" to "Customers"

These corrections are recorded in the public commit history of each repository, made on June 8, 2026:

- **Buio**: Lexington-Themes/buio, commit e7ab157
- **Spazio Bianco**: Lexington-Themes/spaziobianco, commit 4e450be

The fact that every issue you listed was fixed within minutes is itself the clearest evidence that the product day, those two claims contradict each other.

For context, these templates are in active use by over 9,000 customers who are building and shipping real **state** is not consistent with that, nor with the live demos that have been publicly available the entire time. and they do not affect functionality.

On being able to evaluate the product beforehand: The full, interactive live demos are published public product was accurately described and is materially identical to those previews, which is the standard our r

That policy also states clearly that refunds are not provided once an item has been downloaded or access products are fully in your possession.

Regarding the chargeback: that is your right to pursue. If you do, I will respond with the relevant evidence your account, the refund policy you accepted at checkout, and the commit history showing that every issu

I'd also want you to be clear on the likely outcome: because the templates were downloaded and forked access is also revoked the moment a purchase is reversed. So the realistic result of a chargeback is that y

The issues you raised are fixed, the product works as shown, and I'm happy to help with any questions yo

Best,

Michael Andreuzza

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 16:33, <[REDACTED]> wrote:

Thank you for your response. I don't find your resolution acceptable because the product is broken and wouldn't have purchased the product. I also couldn't have known your product is broken unless I downl

Since the product is dysfunctional, has too many issues to name/fix, and you refuse to provide a refund,

Scott

----- Original Message -----

On Monday, 06/08/26 at 08:09 Michael Andreuzza <[REDACTED]> wrote:

Hi Scott,

Thank you for taking the time to go through the templates and for laying out your notes in detail.

First, the important part: every item you mentioned is placeholder copy and cosmetic text, not br two-second edit, and all of it is meant to be replaced with your own copy and routes anyway. Ten from building, running, or being used as intended.

On the specific points:

- **Copy/typos** (Sign up, legal, customers heading, foundations): placeholder text, edited in secor
- **Link paths** (/contact/, /legal/terms/): demo routing that you wire to your own pages, not a defec
- **"LimeStripe" image**: I've checked this directly against the live demo and the asset is not pixel

Under the refund policy, "not as described" means the product is materially different from the live states I fix them promptly via an update rather than treating them as grounds for a refund, and I'r

I also have to be straightforward about eligibility. The policy clearly states that refunds are not pr that reason this request does not qualify for a refund.

Regarding a chargeback: I'd genuinely prefer not to go there. Because the templates were dow purchase. That process typically results in the dispute being declined and the access being revol

Rather than treat these as grounds for a refund, I've already gone ahead and fixed every issue y repositories, so the updates are live and available to you right now. (The LimeStripe asset I chec

That's exactly what the support and update commitment is for: small issues like these get correcd

Best, Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 01:34, <[REDACTED]> wrote:

Hi Michael,

I'm requesting a full refund for my recent purchase of your Lexington Themes Full Access Bun

The templates are non-functional/broken (links, directory structure, etc.) and are genera etc). The item is therefore "not as described" or does not work the way it should.

Here are a few examples from spending ~15 minutes going through 2 out of 45 templat

Buio:

- 'Sing up' button text instead of 'Sign up'
- Contact: correct URL is '/contact/' not '/forms/contact/'

Spazio Bianco:

- Legal: '/legsl/terms/' instead of '/legal/terms'
- 'LimeStripe' image asset is pixelated on all pages
- '/customers/1' has 'Integrations' as the heading instead of 'Customers'
- 'src/components/fundations' instead of '/src/components/fundations'

When purchasing a product, it's reasonable to expect that it functions as-is without needing to understand according to your refund page (<https://lexingtonthemes.com/legal/refund>) you are

Please provide a full refund within two weeks. If I do not receive a full refund, I will be disputing

Thank you for your attention to this matter.

[REDACTED]

To: Michael Andreuzza <[REDACTED]>

Hi Michael,

Here are some additional issues I noticed with the Buio/Spazio Bianco themes:

Buio:


- Customer testimonial section does not display correctly; buttons do not work:

lexingtonthemes.com:

Actual:

Trusted by the Web3 Community

Empowering, the future



David Gutierrez
Web3 Creator & NFT Artist

"I couldn't be happier with the seamless integration. The team went above and beyond to ensure my smart contracts were optimized and secure."

Pricing | Explorer | Builder Popular API | Enterprise

Easy pricing. No gas wars required.

\$0/month	\$1,999/month/month	Custom/month
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Trusted by the

Empo the fu



Spazio Bianco:

- Fees section displays incorrectly:

lexingtonthemes.com:

PRICING

Fees

For fintech platforms handling customer transactions or businesses with substantial balances, we provide tailored pricing. Reach out to us for more information.

[Contact sales >](#)

ACH Processing	
Same-day ACH transfers	\$1.50 / Transaction
Next-day ACH transfers	\$0.40 / Transaction
ACH return processing	\$4.00 / Transaction
Unauthorized return handling	\$12.00 / Transaction
Late return request processing	\$20.00 / Transaction
Wire Processing	
Wire transfer initiation	\$12.00 / Transaction
Wire drawdown request	\$12.00 / Transaction
International wire transfers	\$15.00 / Transaction
Wire transfer tracking	\$5.00 / Transaction
Wire recall processing	\$25.00 / Request
Check Issuing	
Check printing & mailing (Sbiano fulfilled)	\$2.50 / Check
Bulk check issuing	\$2.00 / Check
Certified check processing	\$10.00 / Check
Stop payment request	\$20.00 / Check

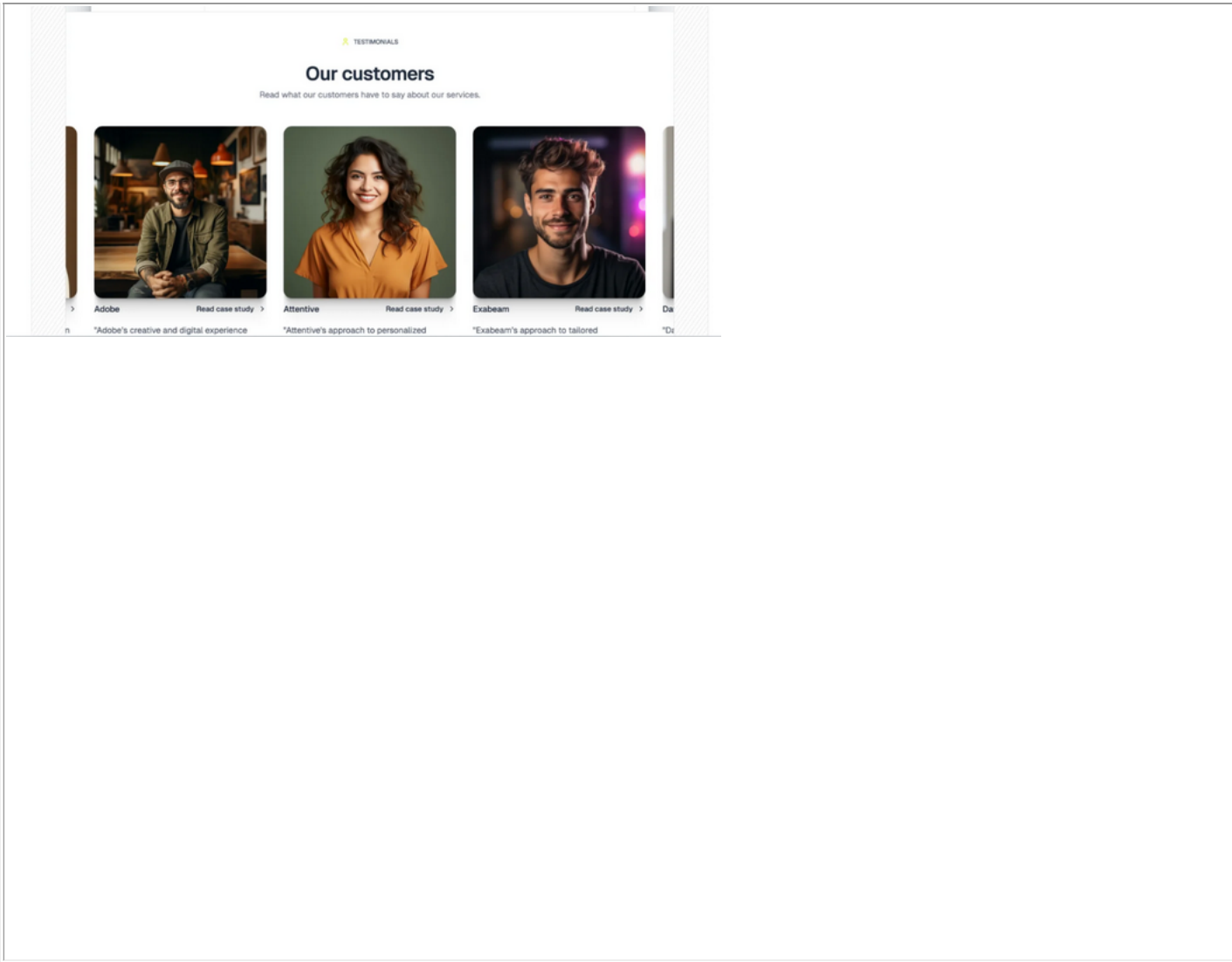
Act

E

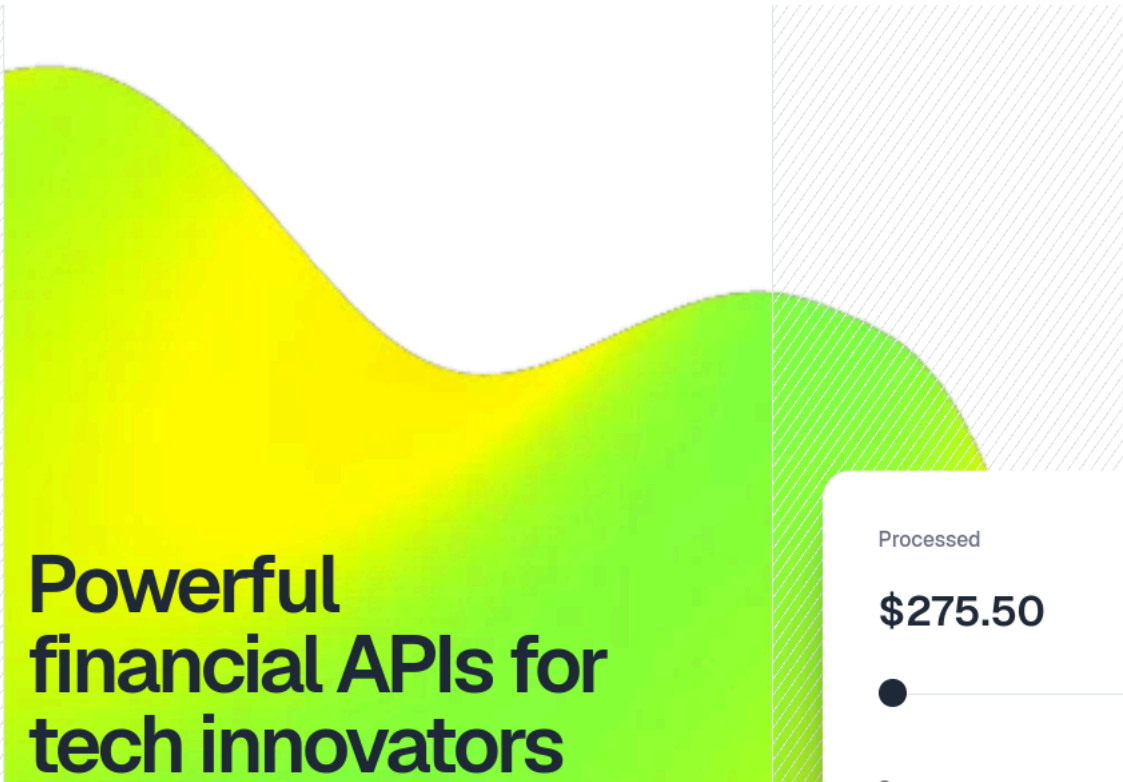
Fi
or
ta

- Customer testimonials section display incorrectly; buttons do not work:

lexingtonthemes.com:



- Pixelation issue noted earlier (see edges of image asset shape):



Scott

On 6/9/26 1:34 PM, [REDACTED] wrote:

Hi Michael,

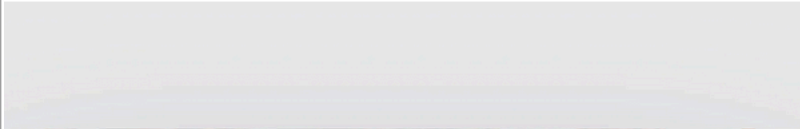
Here are the issues with the Bastion theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Search button doesn't work
- Partners section doesn't display correctly (on multiple pages); buttons do not work

lexingtonthemes.com

A CONSTRUCTION PARTNER TRUSTED
BY HOMEOWNERS, DEVELOPERS,
AND COMMERCIAL CLIENTS ALIKE

Real projects, real partners, and results delivered
through disciplined planning and execution.



Robert Martinez
Operations Director



Sarah Johnson
Homeowner



Michael Chen
CEO



Em
Hot

- Projects section displays incorrectly:

lexingtonthemes.com

OUR WORK

A selection of projects delivered across
residential and commercial sectors

Explore completed projects showcasing our approach to planning,
execution, and build quality — across a range of scales and requirements.

COMMERCIAL CONSTRUCTION

Westfield Commercial Complex [View project](#)

A multi-phase commercial development delivering modern office and retail
spaces with a focus on durability, efficiency, and long-term value.

LOS ANGELES, CA - 2026

[View project](#)

- The images on the blog page do not display correctly, they appear extra zoomed in; this issue also appears on the tag index pages:

lexingtonthemes.com

JOURNAL

Lessons learned across planning, execution, and delivery

Articles covering construction methods, project management, safety, and practical decision-making in the field.



Renewable energy integration

Incorporating solar and wind power into building designs.

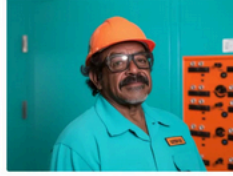
[Read further](#)



Modular construction benefits

How prefabricated building methods accelerate project timelines.

[Read further](#)



Worker safety innovations

New technologies improving safety on construction sites.

[Read further](#)

- The contact page has the wrong heading; it has 'Careers' instead of 'Contact':

CAREERS

Build a career defined by accountability, skill, and real-world impact

Join a team that values disciplined execution, safety on every site, and craftsmanship that stands up to scrutiny.

GET IN TOUCH

Contact our construction experts today.

Whether you have a question, need more details about our services, or want to discuss a potential collaboration, we're here to help. Fill out the form and we'll respond as soon as possible.

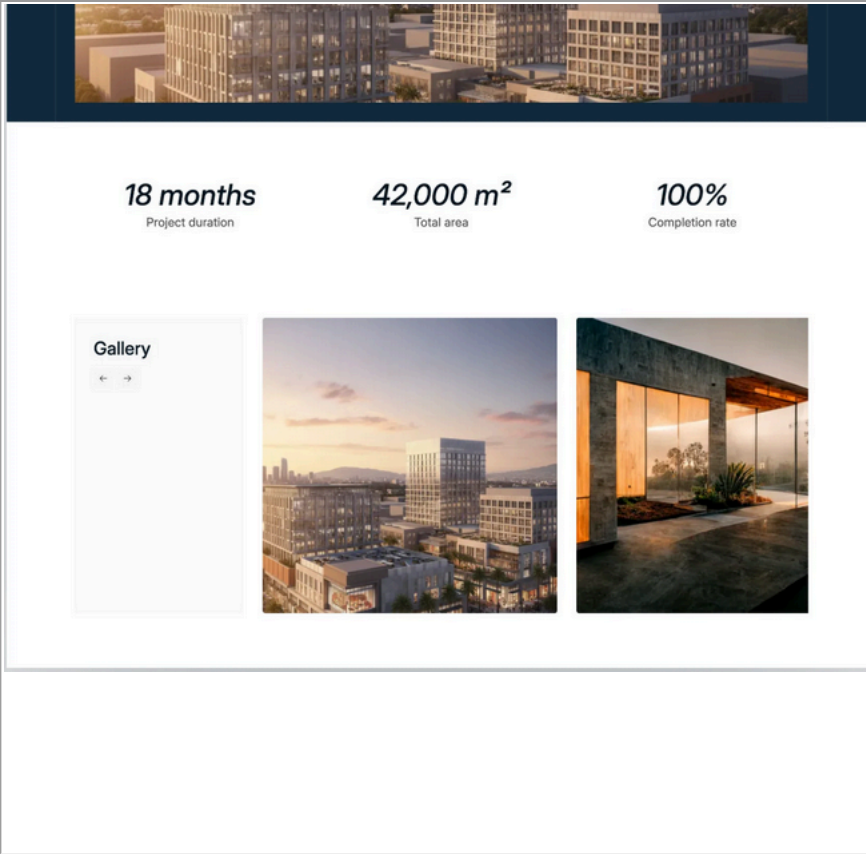
Send us a message

Share a few details and our team will reach out within one business day.

Name*

- Overview > Blog Pages > Tag Category link is broken; leads to 404 page
- The gallery section is broken on the project details page; buttons do not work:

lexingtonthemes.com:



- The navigation links in the footer are broken for the Company section (Why Us, Partners, Mission)

Scott

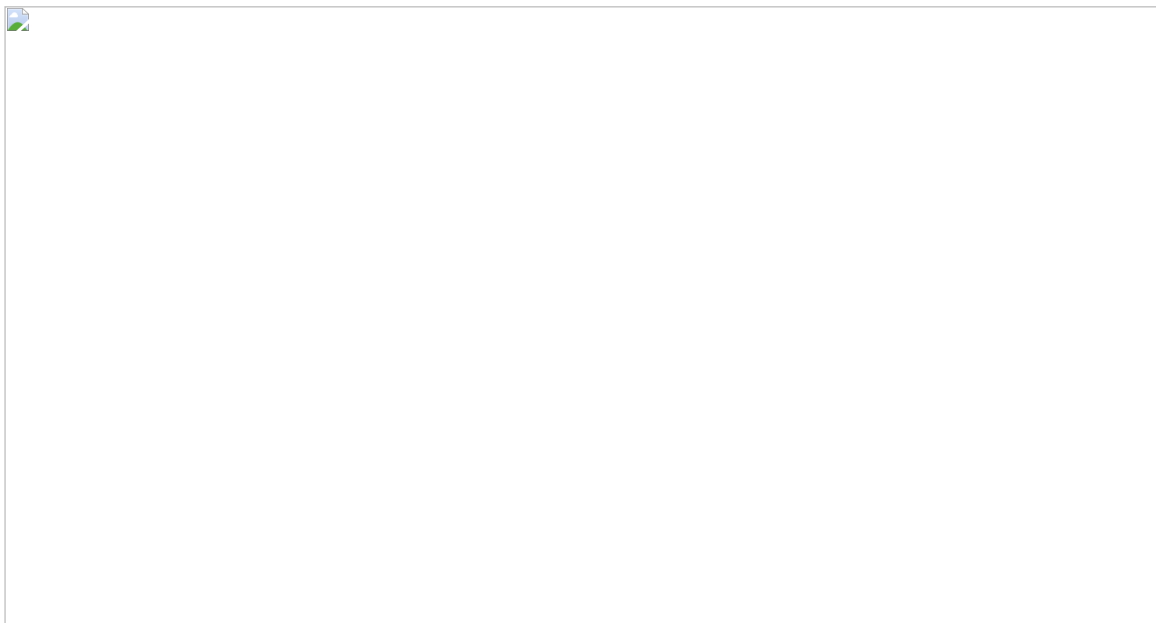
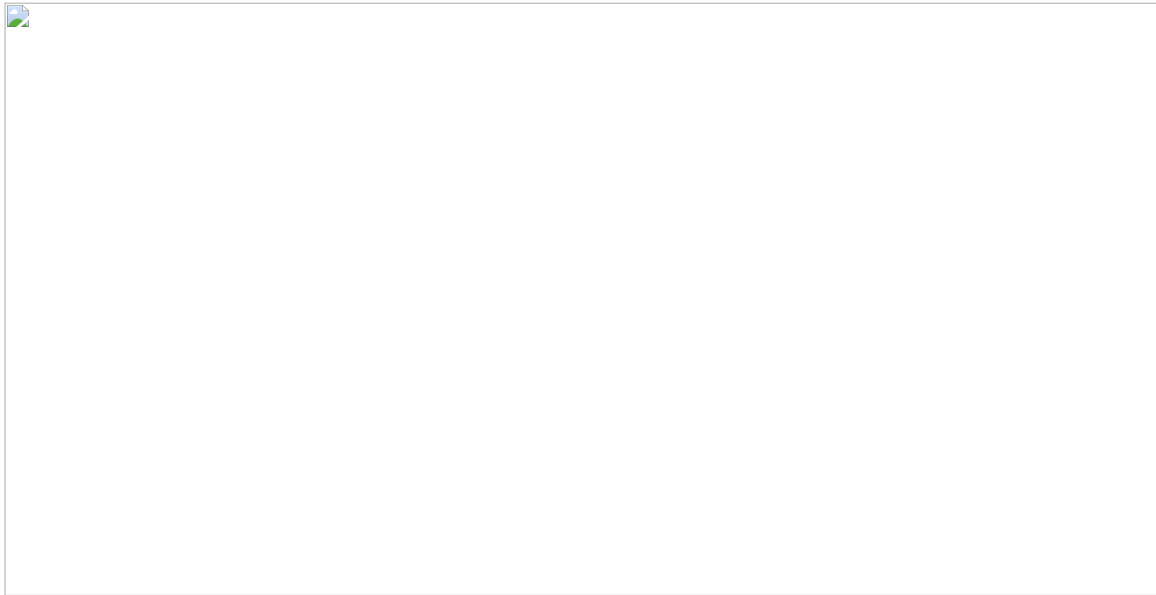
On 6/9/26 12:44 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Author theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Rendering issues on multiple pages. The top section is cut off on the homepage, about, contact, and author bio pages (that I noticed):



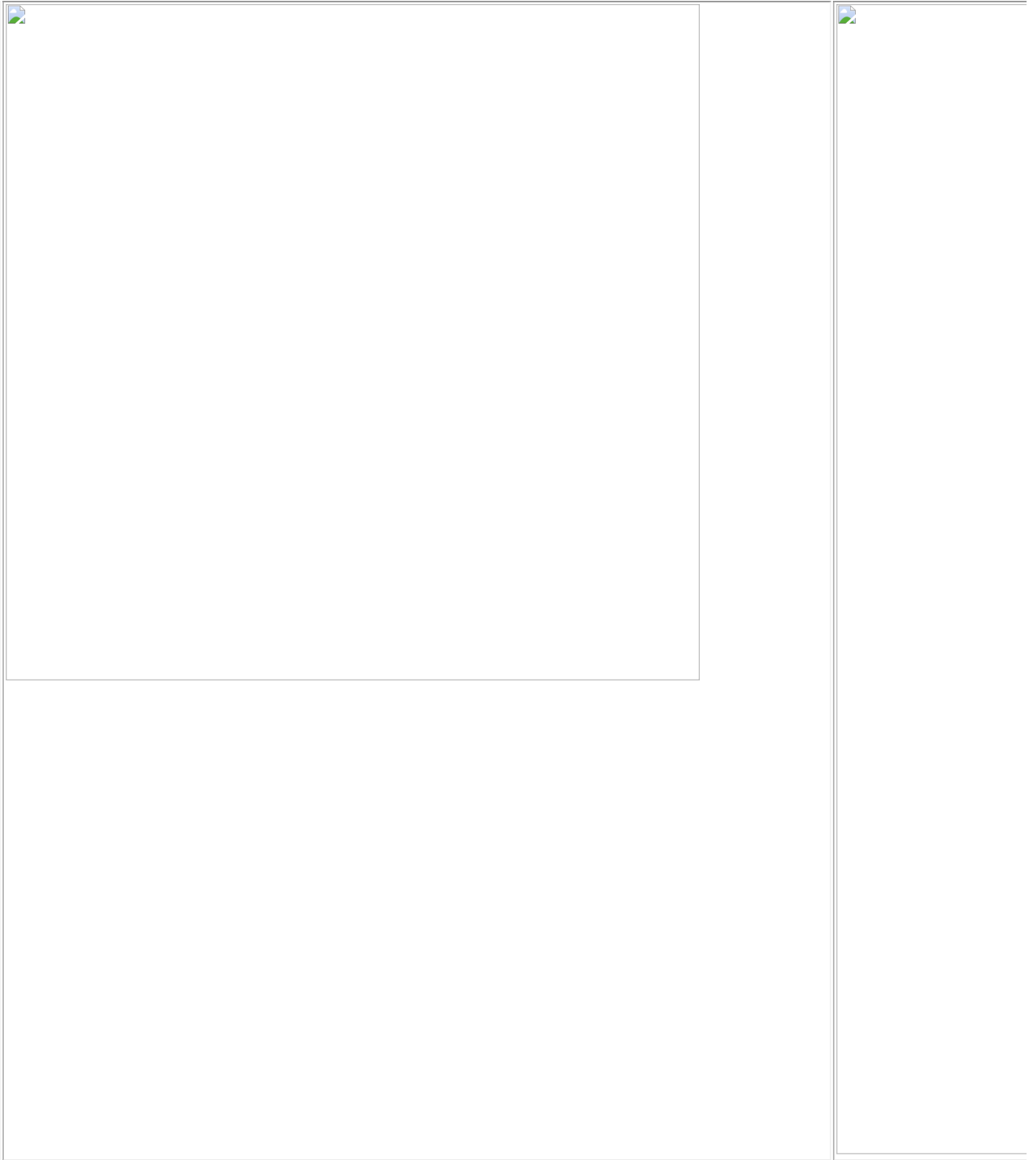


These pages are scrolled all the way to the top and text/images are still cut off behind the header.

- Featured section does not display correctly; buttons do not work:

lexingtonthemes.com

Actual:



- Footer links seem to be rendered incorrectly:



- Overview > Tag Category > Tag Category link is broken; leads to 404 page

Scott

On 6/8/26 8:35 PM, [REDACTED] wrote:

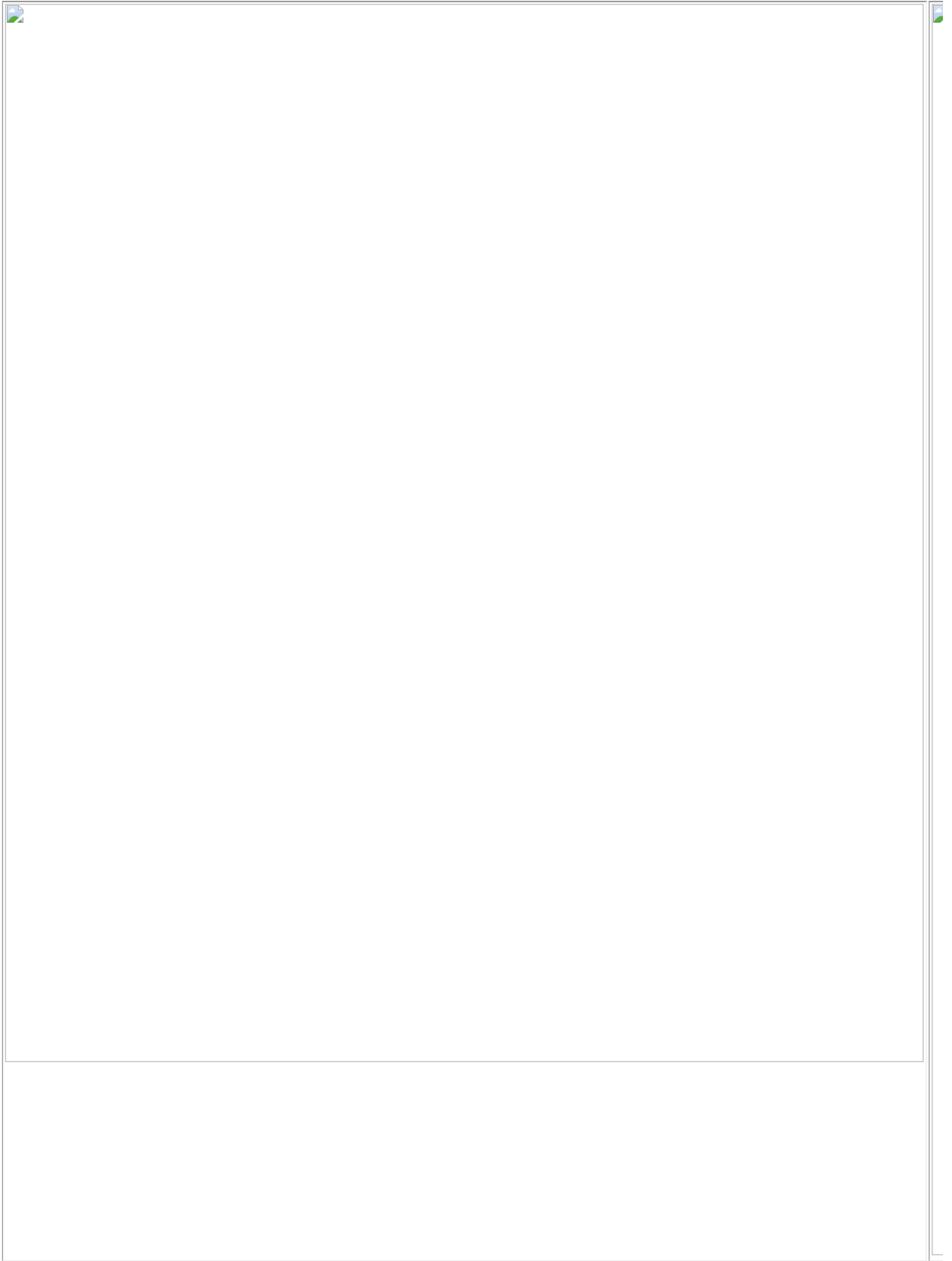
Hi Michael,

Here are the issues with the Astromax SP theme:

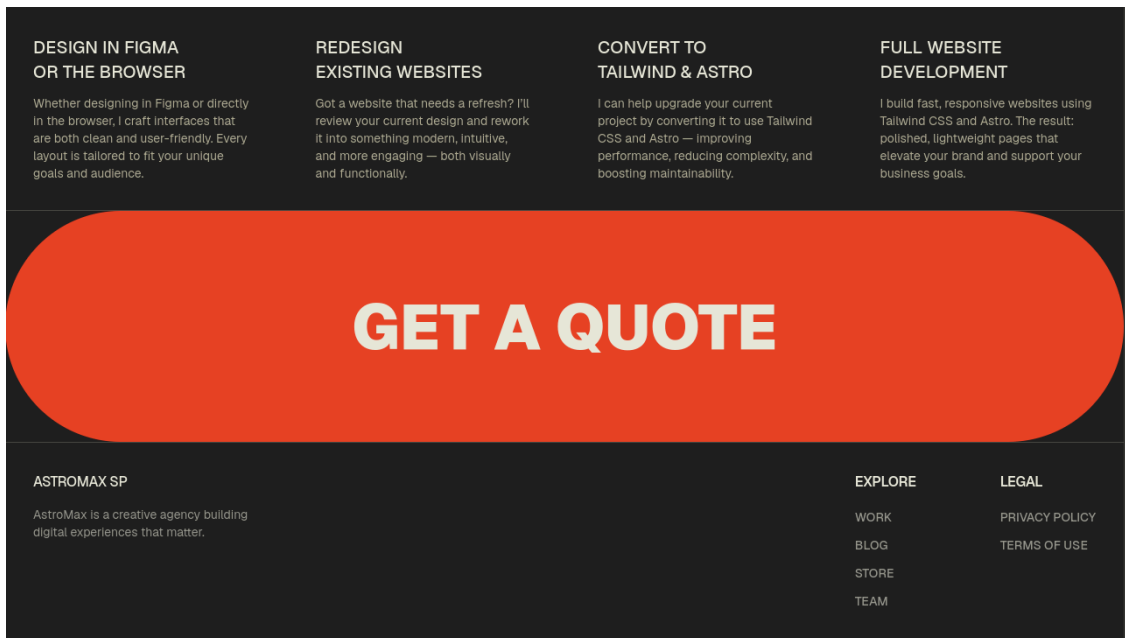
- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- General rendering issues. Here is the homepage (as an example):

lexingtonthemes.com:

Ac



This is in direct contradiction to your claim that the "templates function as shown." The theme navigation buttons also do not work for me.
Here is another example of what the "get quote" button looks like:



The "GET A QUOTE" button displays at full width/height of the container.

- Search button does not work

For reference, I am using Firefox 140.11.0. Firefox is a major browser and should be supported by these themes. I did not find any claim on your lexingtonthemes.com

Scott

On 6/8/26 8:05 PM, [REDACTED] wrote:

Hi Michael,

You did not address my rebuttals or my counterpoints, so I'll assume that you concede the template issues will remain in a broken state and that you refuse to

I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly.

They do not resolve for me. I get 404 errors for each.

As with the earlier templates, the items you've raised are either inaccurate or the template working as designed, with the few genuine minor links already

If you'd like to me clarify any of the points, please let me know and I can provide screenshots and/or screen recordings to further support my claims. So far, I issues are broken and you do not plan to fix them (contrary to your claims for refunds on lexingtonthemes.com):

The product is inaccurately described or fails to function as expected.

If a product doesn't work as intended, I am committed to fixing the issue promptly with an update. A product is considered "not as described" if it is ma

As a reminder, these are your terms as part of my purchase. By failing to offer a refund and by failing to address the issues, you are failing to provide the ser

My position is unchanged: NO REFUND

I understand, which is why I am documenting all of the issues to support my credit card chargeback claim. You initially asserted that your templates are not b sake of transparency, I am documenting all of the issues I find in the templates in this e-mail thread so that there is a record of all of the product's broken feat

Scott

On 6/8/26 4:08 PM, Michael Andreuzza wrote:

Scott, I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly. As with the earlier templates, the

My position is unchanged: **NO REFUND**
There's nothing further for me to add here.

Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 22:42, [REDACTED] wrote:

Hi Michael,

Here is the Vite warning I'm getting in each of your templates:

```

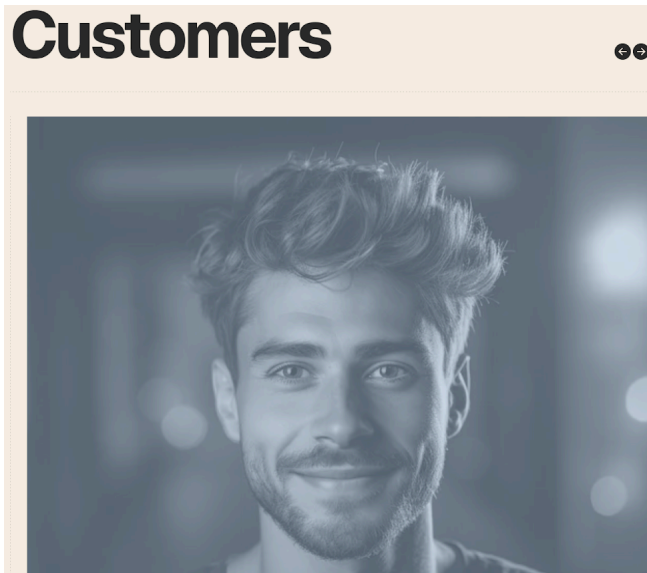
▶ Vite 8.0.16 detected in your project.
  Astro requires Vite 7. Add "overrides": { "vite": "^7" } to your package.json to avoid issues.
  
```

For the search button, I'm not sure what the purpose is then if it's intended not to work. Shouldn't it link to the search page or search pop-up? Other

When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM can do this does not happen.

I can possibly find a way to screen record this happening if you like.

This is what my Customers section looks like:

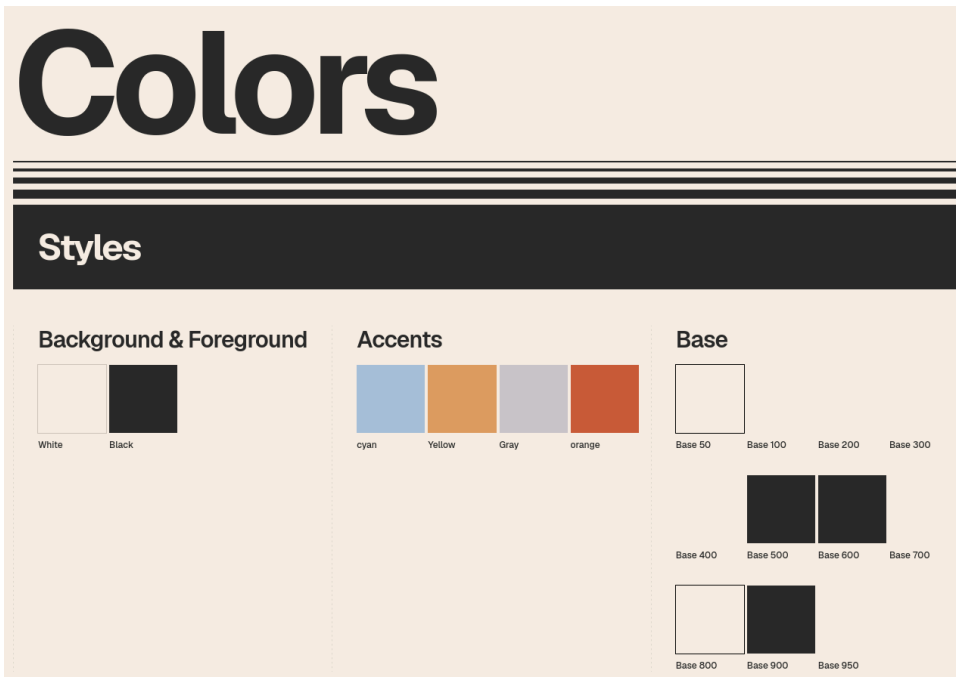


Every image is displayed in full width of the screen and the buttons do not do anything. They are unresponsive.

The image logos aren't showing on the Integrations page
The cards are intentionally designed without logos.

Then they appear to have spacing issues. There is a massive gap where an image (brand logo) would normally be.

This is what I get for the Colors section:



The colors I mentioned are missing or do not appear.

Clicking Overview > Terms of use (sp) leads to a 404 page
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality

But I should be able to access the template pages and there's currently no way to do this because the link is broken.

Did you test these templates in all major web browsers? There's nothing on your website to suggest these templates are only compatible with speci

I understand that you are not willing to offer a refund despite the issues with the product. However, I need to document all of the issues with your ter

To further show support that these templates are broken, here are the issues I found with the Alfred template:

- Same Vite warning that the installed version is incompatible with the Astro version used
- Team > Details page results in a 404
- Overview > RSS page results in a 404
- Blog > Tag Details page results in a 404

Scott

On 6/8/26 3:18 PM, Michael Andreuzza wrote:

Scott,

I went through every point on your list. Most of them are simply not true, and I've attached screenshots so you can see for yourself. The rest are normal template behavior or placeholder content, not defects.

- **Vite warning:** there is none. (screenshot)

```

ncu -u
+ aalen git:(main) ncu -u
Upgrading /Users/michelandreuzza/Desktop/aalen/package.json
[=====] 0/9 100%

@astrojs/sitemap  *3.7.2 → *3.7.3
@tailwindcss/typography *6.5.19 → *6.5.20
astro *6.3.5 → *6.4.4

Run npm install to install new versions.
npm i
+ aalen git:(main) / npm i

added 382 packages, and audited 383 packages in 13s

180 packages are looking for funding
  run `npm fund` for details

1 moderate severity vulnerability

To address all issues, run:
  npm audit fix

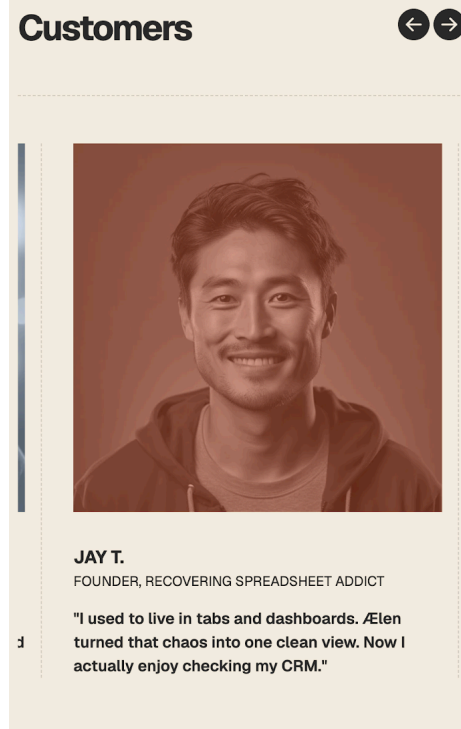
Run `npm audit` for details.
+ aalen git:(main) / npm run dev

> @lexington/aalen@0.0.1 dev
> astro dev

[vite] connected.
21:45:56 [types] Generated dms
[vite] connected.
21:45:57 [content] Syncing content
21:45:57 [content] Astro config changed
21:45:57 [content] Content config changed
21:45:57 [content] Astro version changed
21:45:57 [content] Clearing content store
21:45:57 [content] Synced content
astro v6.4.4 ready in 1743 ms
Local http://localhost:4321/
Network use --host to expose
21:45:57 watching for file changes...

```

- **The search button doesn't work:** Works as intended.
- **When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining wha this does not happen."**
- **The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026**
This is placeholder copy text, you are supposed to add your own text
- **The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive**
The customers section its a testimonials section, it works completely fine. and buttons are responsive



- **The image logos aren't showing on the Integrations page**
The cards are intentionally designed without logos.
- **The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up properly**
The show completely fine
- **The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)**
Blog "/blog-two/" link in the menu — that was a wrong path. It's corrected and pushed.
- **Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)**
The numbers are index numbers, the blog landing page is showing from new to old, again nothing broke
- **Clicking Overview > RSS leads to a 404 page**
Type on file, already deployed and available
- **Clicking Overview > Terms of use (sp) leads to a 404 page**
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality

- **Clicking Overview > Privacy Policy leads to a 404 page**
Same as above.

To summarize; of the twelve points you listed, exactly one was an actual issue, a single mistyped link path, and it has been corrected. Every not, by any reasonable standard, "non-functional" or "broken."

I've now addressed each of your claims in detail across several emails and demonstrated, with evidence, that the product works as described: correspondence, the screenshots, the purchase and GitHub access records, and the refund policy you agreed to at the time of purchase. I am

This is my final reply on the matter.

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 21:29, [REDACTED] wrote:

Hi Michael,

To add further support to show that the product is broken, here are a number of issues identified with the AEIen template:

- There is a vite warning that the installed version is incompatible with the Astro version used
- The search button doesn't work
- When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM c
- The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026
- The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive
- The image logos aren't showing on the Integrations page
- The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up properly
- The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)
- Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)
- Clicking Overview > RSS leads to a 404 page
- Clicking Overview > Terms of use (sp) leads to a 404 page
- Clicking Overview > Privacy Policy leads to a 404 page

As you can see, there are issues in each of the templates reviewed so far, and the problem is much worse than you described. Dismissing

Scott

On 6/8/26 12:19 PM, [REDACTED] wrote:

Hi Michael,

I'm reviewing your website and I don't see a disclaimer that the products may not work as intended. I will be adding this to my claim

You may want to add this to your site if your intention is that customers find and fix issues with the templates instead of you providing

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:17 [REDACTED] <[REDACTED]> wrote:

The fact that you had to correct issues (which you conceded are issues that required fixing) with the templates is an admission that you purchased the product.

When you provide the details to my credit card issuer, please include that fact that the product had issues (and was therefore

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:10 Michael Andreuzza <[REDACTED]> wrote:

To correct you: I have not said the product is broken, and fixing a few placeholder typos is not an admission that it is a broken product.

The templates function as shown in the public live demos, which is the standard for "as described," and they are in accordance

As mentioned before, you're free to pursue a chargeback. If you do, I'll provide my response and supporting records to

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:42, [REDACTED] wrote:

Hi Michael,

Calling the issue "resolved" doesn't make it so. I requested a refund and still have not received it.

Within this e-mail chain you have admitted that the product has issues (and therefore the product can be considered broken).

You as the creator and owner of the product should have done this beforehand. This is especially true if you are a professional

The product is not as described. You did not describe the broken state or issues the template had prior to purchase and you spent my time identifying/fixing the issues with your product to get it into a working state. The product should work

If I do not receive a refund for the broken product, I will be pursuing the matter further with my credit card company to force

Scott

----- Original Message -----

On Monday, 06/08/26 at 10:24 Michael Andreuzza <[REDACTED]> wrote:

Two quick points, and then I'll consider this closed, as I've already covered the rest.

These templates are hand-coded by me. I'm a professional designer and developer, they are not built with AI.

Calling the product "broken" or "non-functional" doesn't make it so. The only issues you found were minor typos in live demos and is used by 9,000+ customers, so I won't accept that false characterization as grounds for a refund.

I maintain my themes regularly, so I know they work, and they work very well.

If you find something specific, you can reach me by email or in the Discord channel, the access is on your profile page.

Otherwise this is resolved, and you're free to file a chargeback if you choose.

Michael

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:02, <[REDACTED]> wrote:

Are you able to respond without using AI? The fact that you are using AI to respond strongly suggests that you are not a professional.

Please keep in mind that these issues were identified within spending a few minutes on 2 out of the 45 templates you reviewed and you cannot expect customers to be your quality review. The product should work as-is upon purchase.

Scott

----- Original Message -----

On Monday, 06/08/26 at 09:52 Michael Andreuzza <[REDACTED]> wrote:

Hi Scott,

Thank you for the follow-up. I want to address your points directly and fairly.

The product is not broken or non-functional. The templates build, run, and match the live demos exactly as demonstrated. I have already corrected every typo/path you listed and pushed the updates to the repositories.

- "Sing up" > "Sign up"
- /forms/contact > /contact
- /legal/terms > /legal/terms
- Customers page heading corrected from "Integrations" to "Customers"

These corrections are recorded in the public commit history of each repository, made on June 8, 2026.

- **Buio**: Lexington-Themes/buio, commit e7ab157
- **Spazio Bianco**: Lexington-Themes/spaziobianco, commit 4e450be

The fact that every issue you listed was fixed within minutes is itself the clearest evidence that the product is not broken. If you claim it is broken today, those two claims contradict each other.

For context, these templates are in active use by over 9,000 customers who are building and shipping products. If the product was broken, "state" is not consistent with that, nor with the live demos that have been publicly available the entire time and they do not affect functionality.

On being able to evaluate the product beforehand: The full, interactive live demos are published and the product was accurately described and is materially identical to those previews, which is the standard for any digital product.

That policy also states clearly that refunds are not provided once an item has been downloaded or purchased and products are fully in your possession.

Regarding the chargeback: that is your right to pursue. If you do, I will respond with the relevant details of your account, the refund policy you accepted at checkout, and the commit history showing that every issue was fixed.

I'd also want you to be clear on the likely outcome: because the templates were downloaded and used, access is also revoked the moment a purchase is reversed. So the realistic result of a chargeback is that you lose your money and the product is unusable.

The issues you raised are fixed, the product works as shown, and I'm happy to help with any questions.

Best,

Michael Andreuzza

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 16:33, <[REDACTED]> wrote:

Thank you for your response. I don't find your resolution acceptable because the product is broken and I wouldn't have purchased the product. I also couldn't have known your product is broken unless I had read your response.

Since the product is dysfunctional, has too many issues to name/fix, and you refuse to provide a refund, I will file a chargeback.

Scott

----- Original Message -----

On Monday, 06/08/26 at 08:09 Michael Andreuzza <[REDACTED]> wrote:

Hi Scott,

Thank you for taking the time to go through the templates and for laying out your notes in

First, the important part: every item you mentioned is placeholder copy and cosmetic text, two-second edit, and all of it is meant to be replaced with your own copy and routes anyw from building, running, or being used as intended.

On the specific points:

- **Copy/typos** (Sign up, legal, customers heading, foundations): placeholder text, edited ir
- **Link paths** (/contact/, /legal/terms/): demo routing that you wire to your own pages, not ;
- **"LimeStripe" image**: I've checked this directly against the live demo and the asset is nc

Under the refund policy, "not as described" means the product is materially different from states I fix them promptly via an update rather than treating them as grounds for a refund,

I also have to be straightforward about eligibility. The policy clearly states that refunds are that reason this request does not qualify for a refund.

Regarding a chargeback: I'd genuinely prefer not to go there. Because the templates we purchase. That process typically results in the dispute being declined and the access bein

Rather than treat these as grounds for a refund, I've already gone ahead and fixed every repositories, so the updates are live and available to you right now. (The LimeStripe asset

That's exactly what the support and update commitment is for: small issues like these get

Best, Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 01:34, <[REDACTED]> wrote:

Hi Michael,

I'm requesting a full refund for my recent purchase of your Lexington Themes Full Acce

The templates are non-functional/broken (links, directory structure, etc.) and are ; etc). The item is therefore "not as described" or does not work the way it should.

Here are a few examples from spending ~15 minutes going through 2 out of 45 te

Buio:

- 'Sing up' button text instead of 'Sign up'
- Contact: correct URL is '/contact/' not '/forms/contact/'

Spazio Bianco:

- Legal: '/legsl/terms/' instead of '/legal/terms'
- 'LimeStripe' image asset is pixelated on all pages
- '/customers/1' has 'Integrations' as the heading instead of 'Customers'
- 'src/components/fundations' instead of '/src/components/fundations'

When purchasing a product, it's reasonable to expect that it functions as-is without need understand according to your refund page (<https://lexingtonthemes.com/legal/refund>) y

Please provide a full refund within two weeks. If I do not receive a full refund, I will be d

Thank you for your attention to this matter.

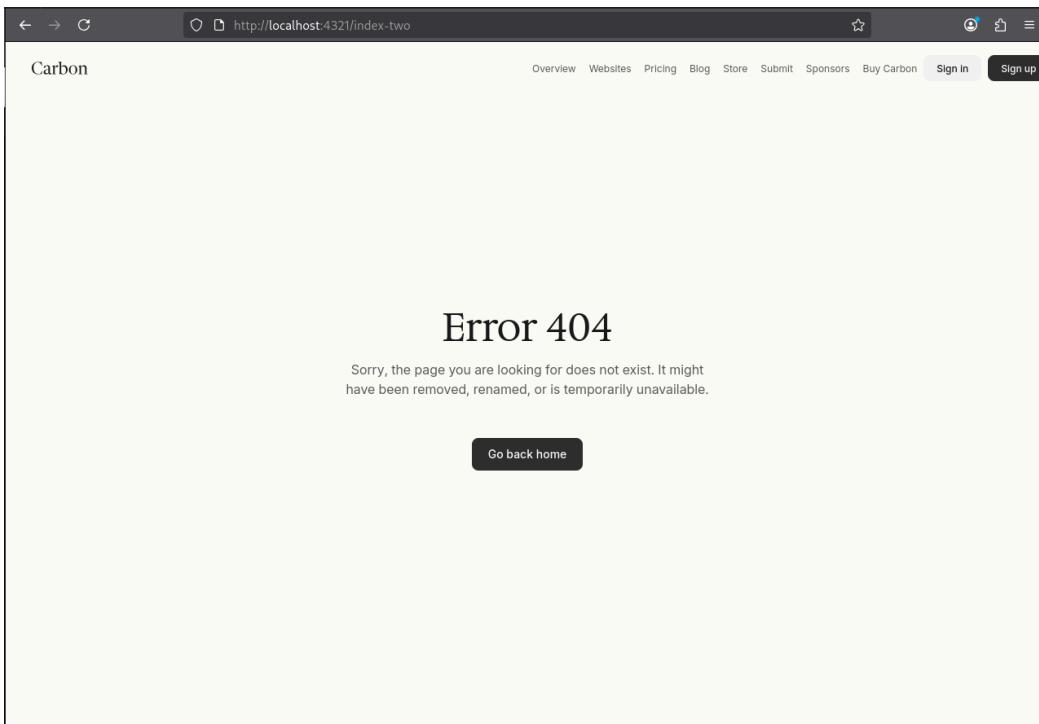
[REDACTED]

To: Michael Andreuzza <[REDACTED]>

Hi Michael,

Here are the issues I noticed with the Carbon theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Index page is set to '/index-two'; results in an immediate 404 page (doesn't seem to exist):



```
14:05:48 watching for file changes...
> Vite 8.0.16 detected in your project.
  Astro requires Vite 7. Add "overrides": { "vite": "^7" } to your package.json to avoid issues.
14:05:54 [404] /index-two 386ms
```

- Overview > Directory > Home link is broken; leads to 404

Scott

On 6/9/26 1:53 PM, [REDACTED] wrote:

Hi Michael,

Here are some additional issues I noticed with the Buio/Spazio Bianco themes:

Buio:

- Customer testimonial section does not display correctly; buttons do not work:

lexingtonthemes.com :	Actual:

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David Gutierrez
Web3 Creator & NFT Artist

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Truste

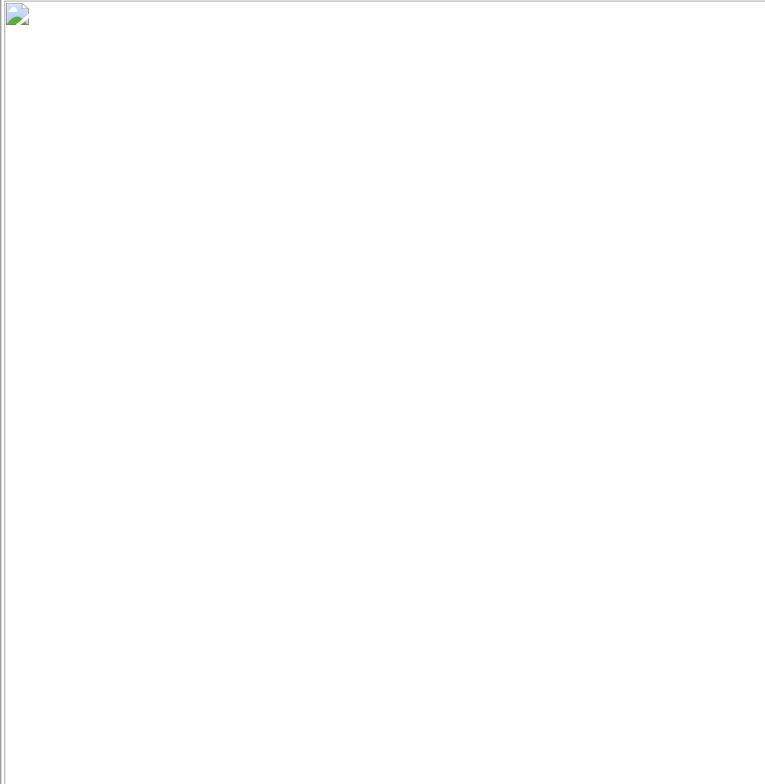
Er
th



Spazio Bianco:

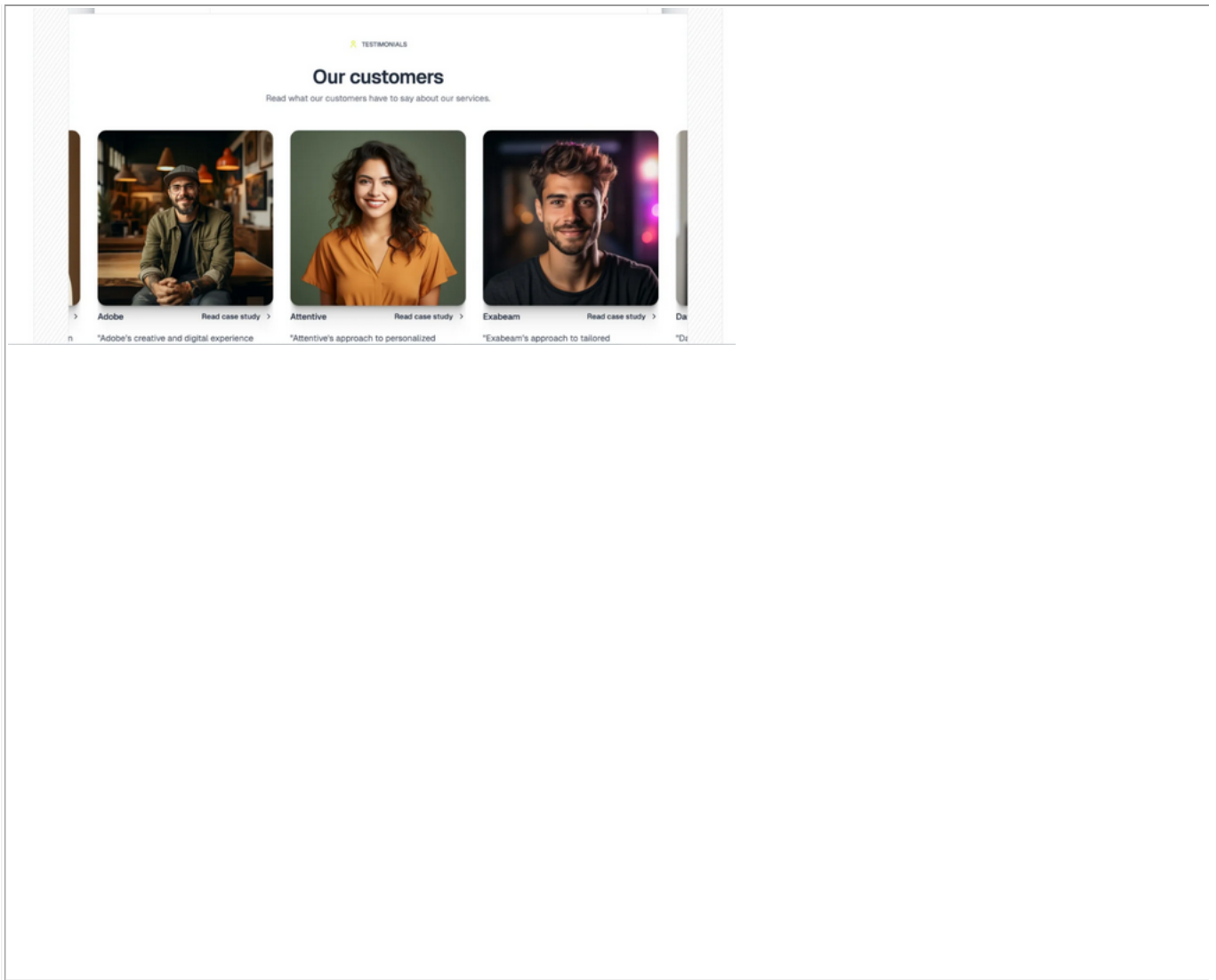
- Fees section displays incorrectly:

lexingtonthemes.com:

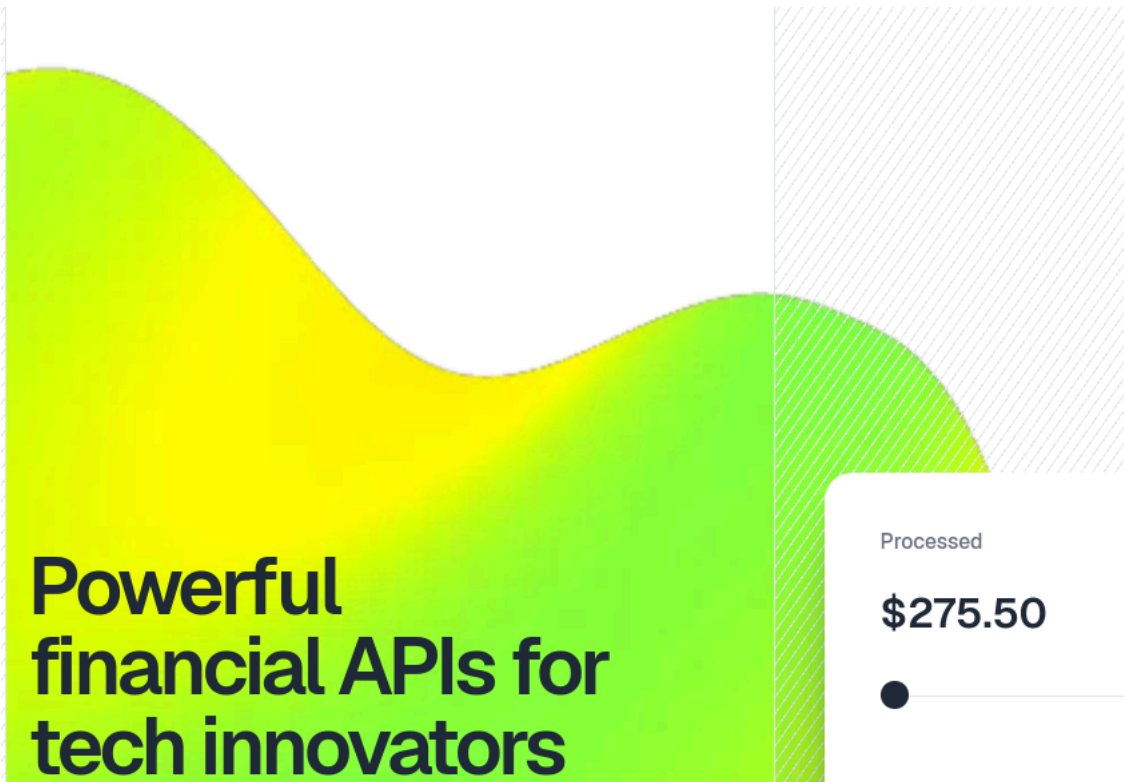


- Customer testimonials section display incorrectly; buttons do not work:

lexingtonthemes.com:



- Pixelation issue noted earlier (see edges of image asset shape):



Scott

On 6/9/26 1:34 PM, [REDACTED] wrote:

Hi Michael,

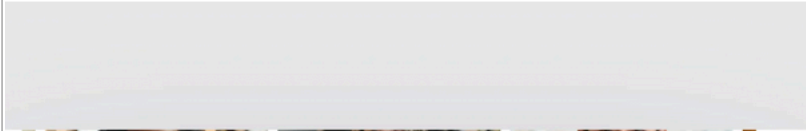
Here are the issues with the Bastion theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Search button doesn't work
- Partners section doesn't display correctly (on multiple pages); buttons do not work

lexingtonthemes.com

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Sarah Johnson
Homeowner



Michael Chen
CEO

Em
Hot

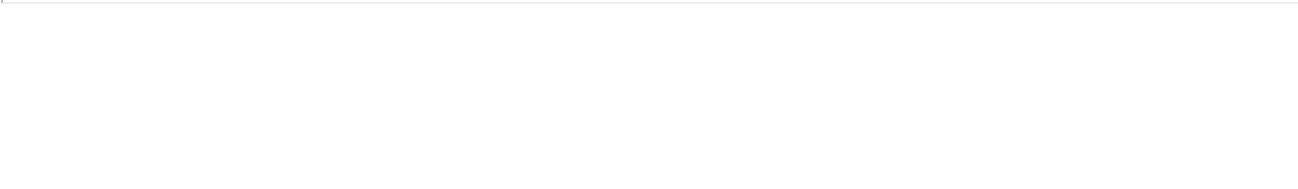
- Projects section displays incorrectly:

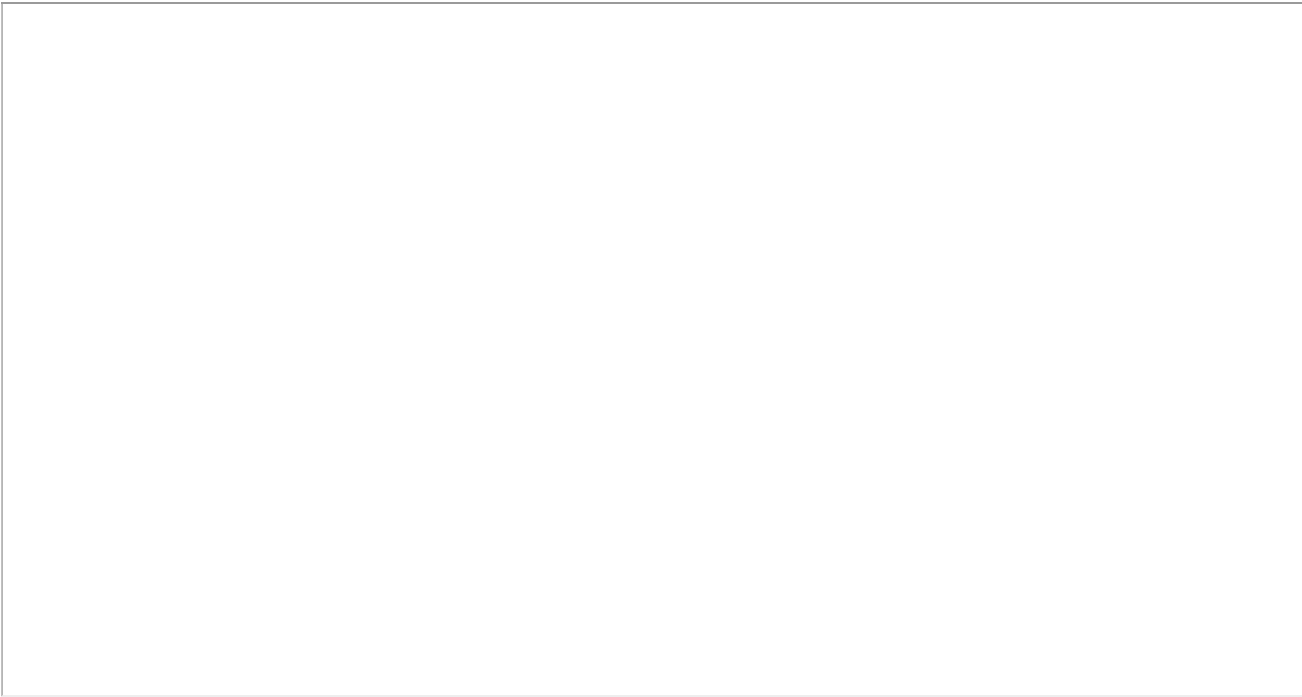
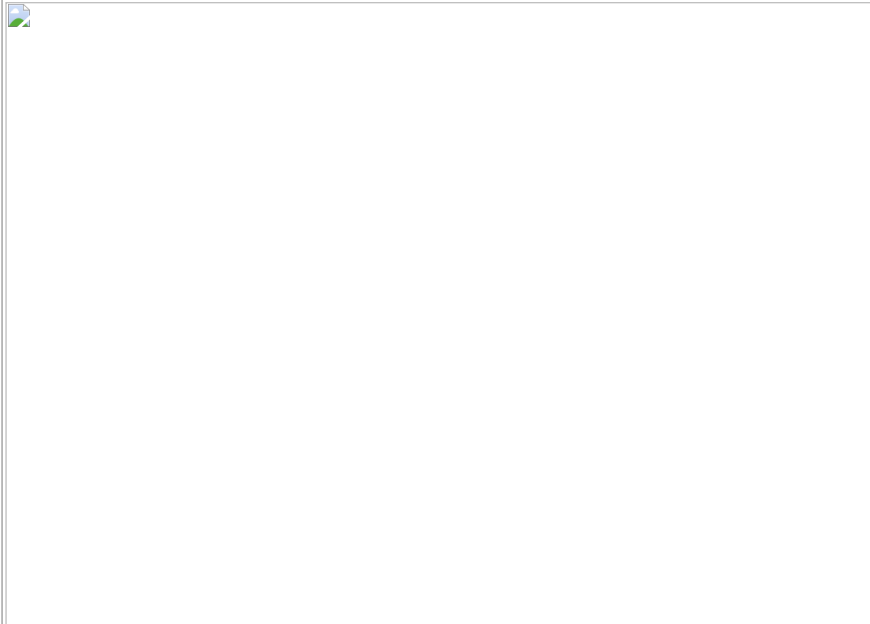
lexingtonthemes.com:



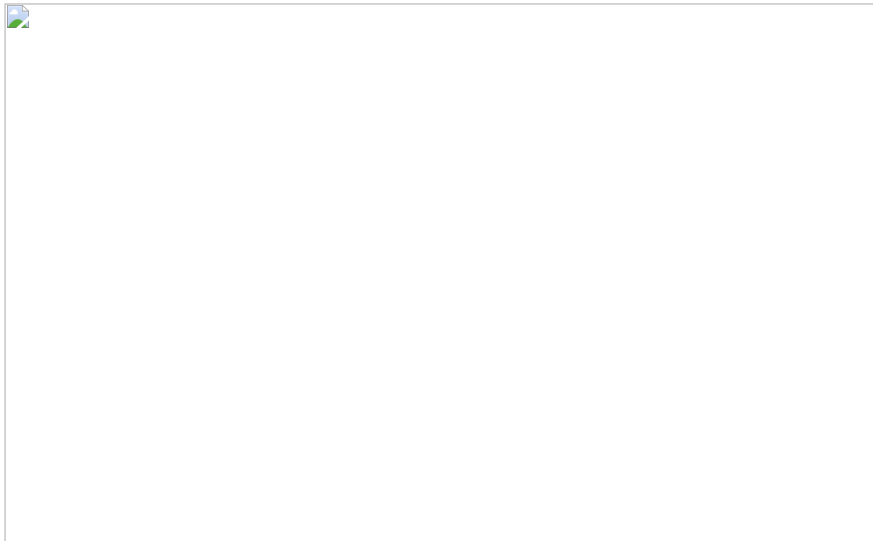
- The images on the blog page do not display correctly, they appear extra zoomed in; this issue also appears on the tag index pages:

lexingtonthemes.com





- The contact page has the wrong heading; it has 'Careers' instead of 'Contact':



- Overview > Blog Pages > Tag Category link is broken; leads to 404 page
- The gallery section is broken on the project details page; buttons do not work:

lexingtonthemes.com:



- The navigation links in the footer are broken for the Company section (Why Us, Partners, Mission)

Scott

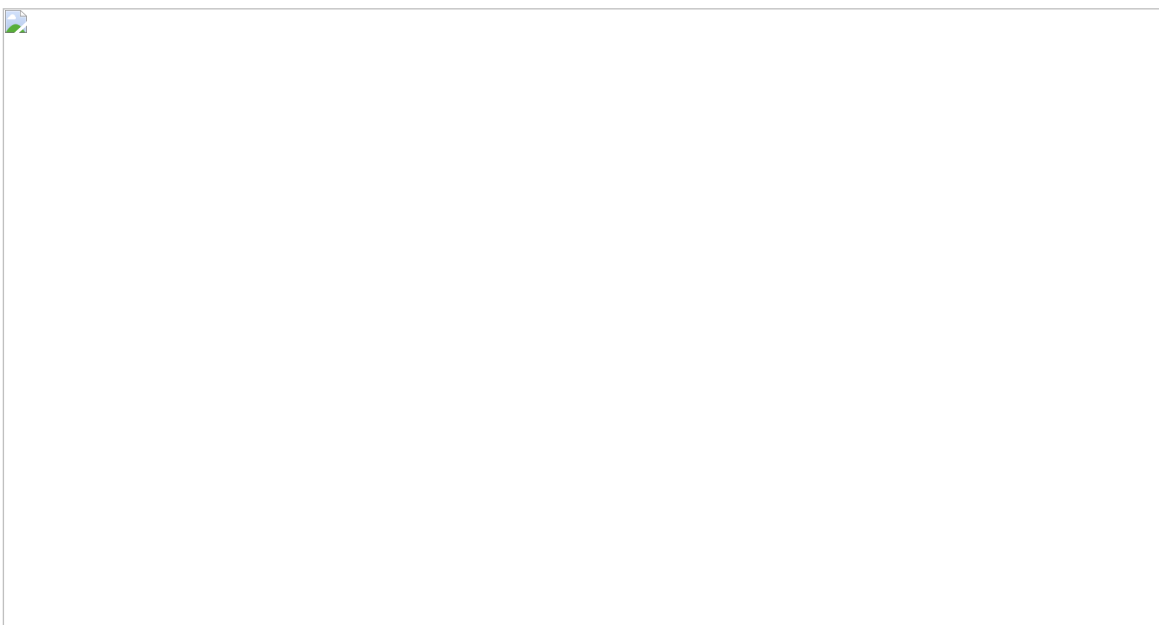
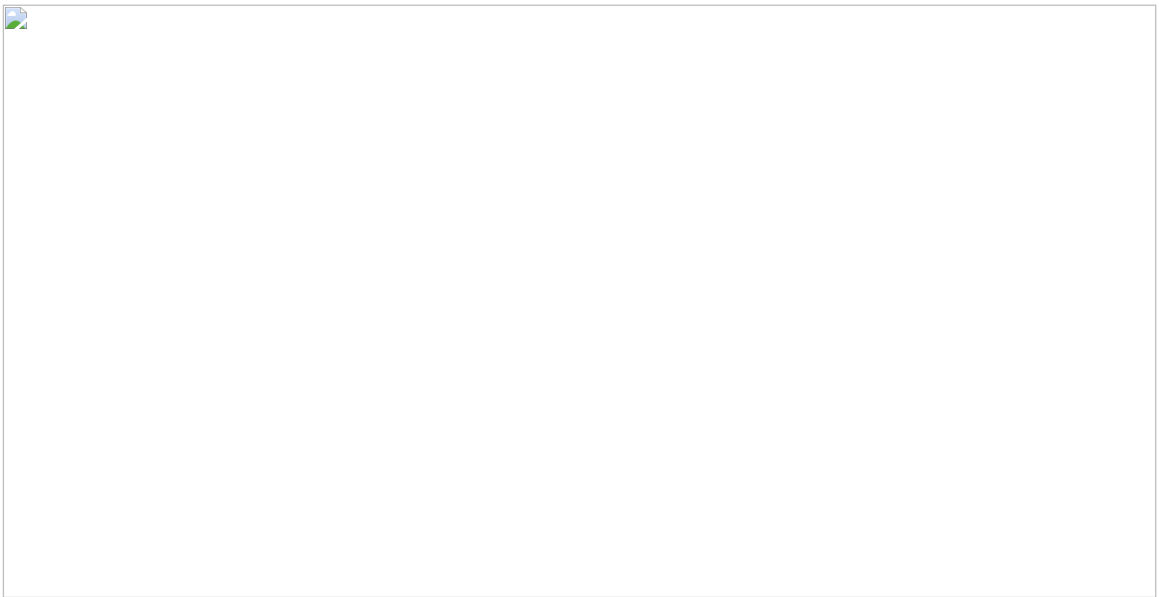
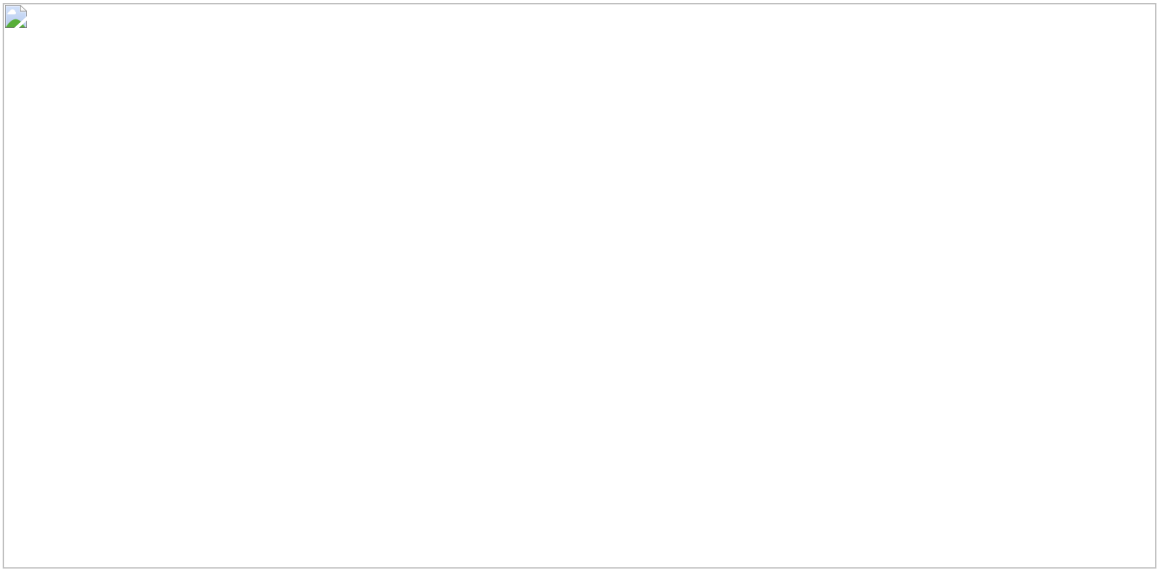
On 6/9/26 12:44 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Author theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Rendering issues on multiple pages. The top section is cut off on the homepage, about, contact, and author bio pages (that I noticed):



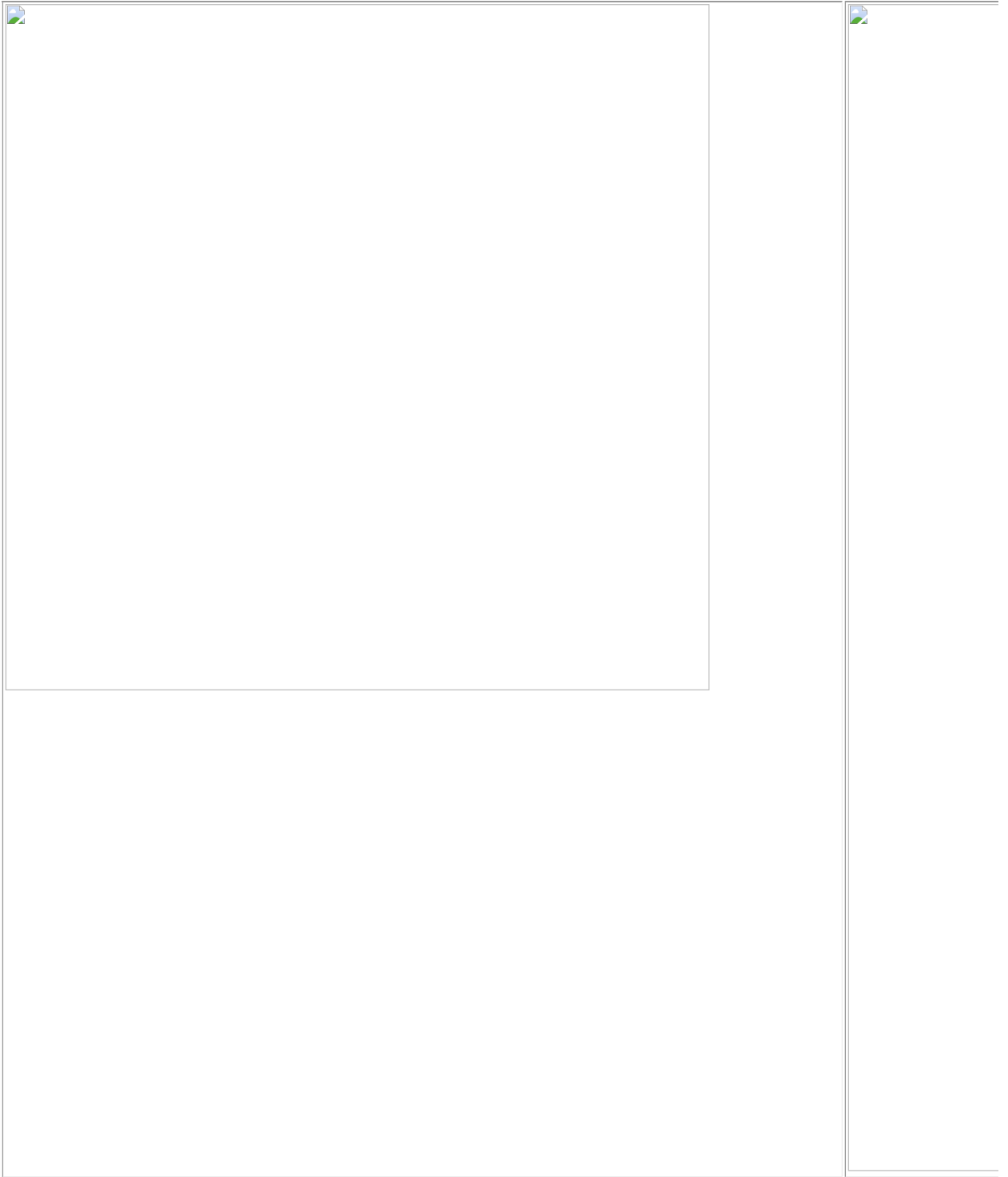


These pages are scrolled all the way to the top and text/images are still cut off behind the header.

- Featured section does not display correctly; buttons do not work:

lexingtonthemes.com

Actual:



- Footer links seem to be rendered incorrectly:



- Overview > Tag Category > Tag Category link is broken; leads to 404 page

Scott

On 6/8/26 8:35 PM, [REDACTED] wrote:

Hi Michael,

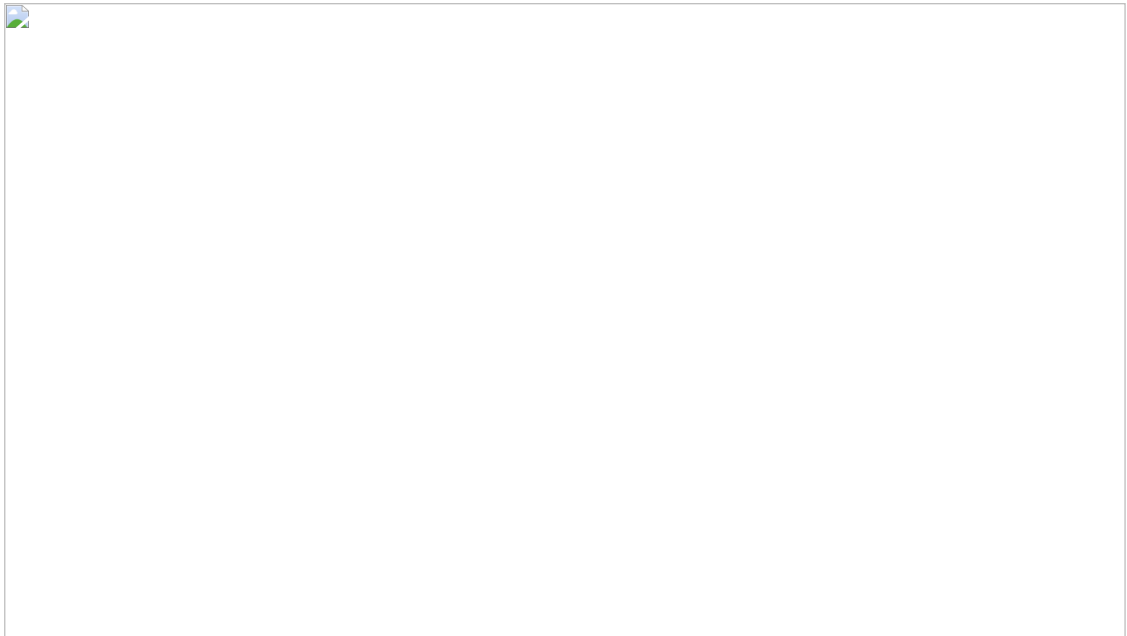
Here are the issues with the Astromax SP theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- General rendering issues. Here is the homepage (as an example):

lexingtonthemes.com:



This is in direct contradiction to your claim that the "templates function as shown." The theme navigation buttons also do not work for me.
Here is another example of what the "get quote" button looks like:



The "GET A QUOTE" button displays at full width/height of the container.

- Search button does not work

For reference, I am using Firefox 140.11.0. Firefox is a major browser and should be supported by these themes. I did not find any claim on your [lexingtonthe](#) Scott

On 6/8/26 8:05 PM, [REDACTED] wrote:

Hi Michael,

You did not address my rebuttals or my counterpoints, so I'll assume that you concede the template issues will remain in a broken state and that you r

I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly.

They do not resolve for me. I get 404 errors for each.

As with the earlier templates, the items you've raised are either inaccurate or the template working as designed, with the few genuine minor links

If you'd like to me clarify any of the points, please let me know and I can provide screenshots and/or screen recordings to further support my claims. S issues are broken and you do not plan to fix them (contrary to your claims for refunds on [lexingtonthemes.com](#)):

The product is inaccurately described or fails to function as expected.

If a product doesn't work as intended, I am committed to fixing the issue promptly with an update. A product is considered "not as described" if

As a reminder, these are your terms as part of my purchase. By failing to offer a refund and by failing to address the issues, you are failing to provide t

My position is unchanged: NO REFUND

I understand, which is why I am documenting all of the issues to support my credit card chargeback claim. You initially asserted that your templates ar sake of transparency, I am documenting all of the issues I find in the templates in this e-mail thread so that there is a record of all of the product's brok

Scott

On 6/8/26 4:08 PM, Michael Andreuzza wrote:

Scott, I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly. As with the earlier templ

My position is unchanged: **NO REFUND**
There's nothing further for me to add here.

Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: [michaelandreuzza.com](#)

On Mon, 8 Jun 2026 at 22:42, <[REDACTED]> wrote:

Hi Michael,

Here is the Vite warning I'm getting in each of your templates:

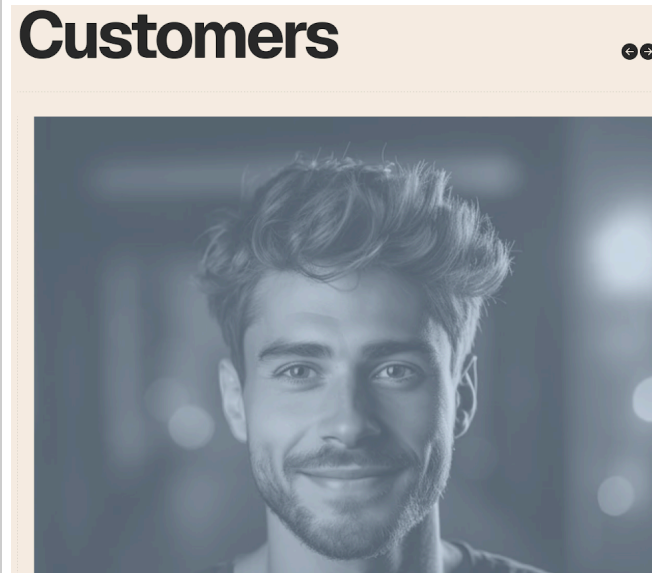
```
► Vite 8.0.16 detected in your project.  
Astro requires Vite 7. Add "overrides": { "vite": "^7" } to your package.json to avoid issues.
```

For the search button, I'm not sure what the purpose is then if it's intended not to work. Shouldn't it link to the search page or search pop-up?

When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a CRM this does not happen.

I can possibly find a way to screen record this happening if you like.

This is what my Customers section looks like:

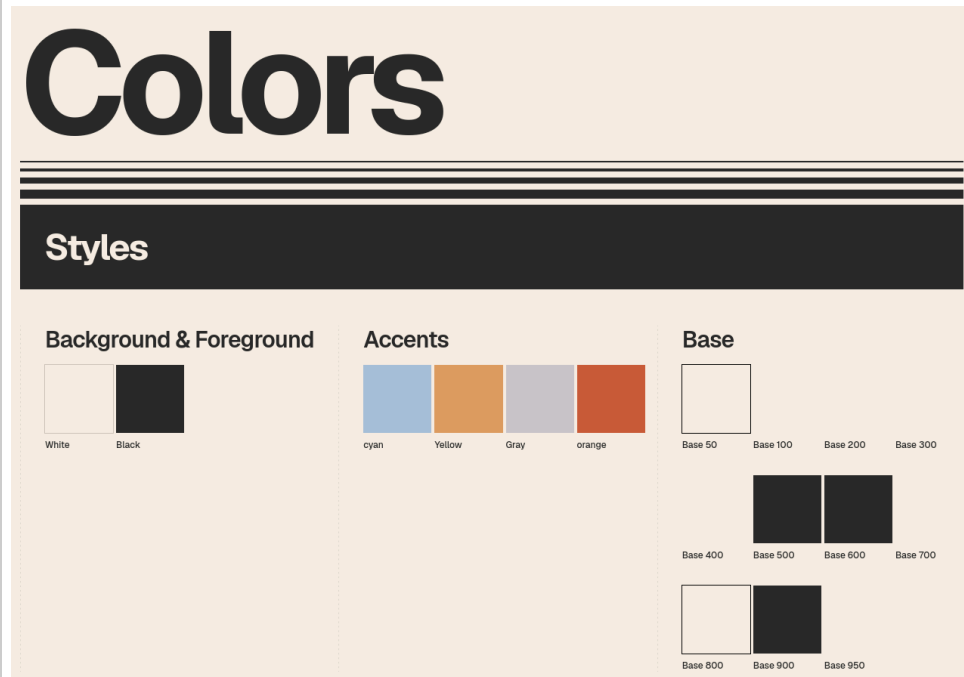


Every image is displayed in full width of the screen and the buttons do not do anything. They are unresponsive.

The image logos aren't showing on the Integrations page
The cards are intentionally designed without logos.

Then they appear to have spacing issues. There is a massive gap where an image (brand logo) would normally be.

This is what I get for the Colors section:



The colors I mentioned are missing or do not appear.

Clicking Overview > Terms of use (sp) leads to a 404 page
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality

But I should be able to access the template pages and there's currently no way to do this because the link is broken.

Did you test these templates in all major web browsers? There's nothing on your website to suggest these templates are only compatible with

I understand that you are not willing to offer a refund despite the issues with the product. However, I need to document all of the issues with

To further show support that these templates are broken, here are the issues I found with the Alfred template:

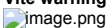
- Same Vite warning that the installed version is incompatible with the Astro version used
- Team > Details page results in a 404
- Overview > RSS page results in a 404
- Blog > Tag Details page results in a 404

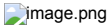
Scott

On 6/8/26 3:18 PM, Michael Andreuzza wrote:

Scott,

I went through every point on your list. Most of them are simply not true, and I've attached screenshots so you can see for yourself. The rest are normal template behavior or placeholder content, not defects.

- **Vite warning:** there is none. (screenshot)


- **The search button doesn't work:** Works as intended.
- **When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefini** this does not happen.
- **The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026**
This is placeholder copy text, you are supposed to add your own text
- **The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive**
The customers section its a testimonials section, it works completely fine. and buttons are responsive

- **The image logos aren't showing on the Integrations page**
The cards are intentionally designed without logos.
- **The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up prc**
The show completely fine
- **The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)**
Blog "/blog-two/" link in the menu — that was a wrong path. It's corrected and pushed.
- **Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)**
The numbers are index numbers, the blog landing page is showing from new to old, again nothing broke
- **Clicking Overview > RSS leads to a 404 page**
Typo on file, already deployed and available
- **Clicking Overview > Terms of use (sp) leads to a 404 page**
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site funct
- **Clicking Overview > Privacy Policy leads to a 404 page**
Same as above.

To summarize; of the twelve points you listed, exactly one was an actual issue, a single mistyped link path, and it has been corrected. not, by any reasonable standard, "non-functional" or "broken."

I've now addressed each of your claims in detail across several emails and demonstrated, with evidence, that the product works as dc correspondence, the screenshots, the purchase and GitHub access records, and the refund policy you agreed to at the time of purcha

This is my final reply on the matter.

Michael
Mvh
Michael Andreuzza Vega
Email: [REDACTED]
Location: Mariehamn, Åland Islands
Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 21:29, <[REDACTED]> wrote:

Hi Michael,

To add further support to show that the product is broken, here are a number of issues identified with the AElen template:

- There is a Vite warning that the installed version is incompatible with the Astro version used
- The search button doesn't work
- When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a
- The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026
- The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive
- The image logos aren't showing on the Integrations page
- The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up properly
- The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)
- Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)
- Clicking Overview > RSS leads to a 404 page
- Clicking Overview > Terms of use (sp) leads to a 404 page
- Clicking Overview > Privacy Policy leads to a 404 page

As you can see, there are issues in each of the templates reviewed so far, and the problem is much worse than you described. Disr

Scott

On 6/8/26 12:19 PM, [REDACTED] wrote:

Hi Michael,

I'm reviewing your website and I don't see a disclaimer that the products may not work as intended. I will be adding this to m

You may want to add this to your site if your intention is that customers find and fix issues with the templates instead of you r

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:17 [REDACTED] <[REDACTED]> wrote:

The fact that you had to correct issues (which you conceded are issues that required fixing) with the templates is an a purchased the product.

When you provide the details to my credit card issuer, please include that fact that the product had issues (and was tr

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:10 Michael Andreuzza <[REDACTED]> wrote:

To correct you: I have not said the product is broken, and fixing a few placeholder typos is not an admission th: product.

The templates function as shown in the public live demos, which is the standard for "as described," and they a

As mentioned before, you're free to pursue a chargeback. If you do, I'll provide my response and supporting re

Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:42, [REDACTED] wrote:
Hi Michael,

Calling the issue "resolved" doesn't make it so. I requested a refund and still have not received it.

Within this e-mail chain you have admitted that the product has issues (and therefore the product can be corrected).

You as the creator and owner of the product should have done this beforehand. This is especially true if you

The product is not as described. You did not describe the broken state or issues the template had prior to you spend my time identifying/fixing the issues with your product to get it into a working state. The product should

If I do not receive a refund for the broken product, I will pursue the matter further with my credit card company.

Scott

----- Original Message -----

On Monday, 06/08/26 at 10:24 Michael Andreuzza <[REDACTED]> wrote:

Two quick points, and then I'll consider this closed, as I've already covered the rest.

These templates are hand-coded by me. I'm a professional designer and developer, they are not built

Calling the product "broken" or "non-functional" doesn't make it so. The only issues you found were in live demos and is used by 9,000+ customers, so I won't accept that false characterization as grounds

I maintain my themes regularly, so I know they work, and they work very well.

If you find something specific, you can reach me by email or in the Discord channel, the access is on

Otherwise this is resolved, and you're free to file a chargeback if you choose.

Michael

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:02, [REDACTED] wrote:

Are you able to respond without using AI? The fact that you are using AI to respond strongly suggests

Please keep in mind that these issues were identified within spending a few minutes on 2 out of the 10 and you cannot expect customers to be your quality review. The product should work as-is upon purchase.

Scott

----- Original Message -----

On Monday, 06/08/26 at 09:52 Michael Andreuzza <[REDACTED]> wrote:

Hi Scott,

Thank you for the follow-up. I want to address your points directly and fairly.

The product is not broken or non-functional. The templates build, run, and match the live demo. I have already corrected every typo/path you listed and pushed the updates to

- "Sing up" > "Sign up"
- /forms/contact > /contact
- /legs/terms > /legal/terms
- Customers page heading corrected from "Integrations" to "Customers"

These corrections are recorded in the public commit history of each repository, made on June 8, 2026.

- **Buio:** Lexington-Themes/buio, commit e7ab157
- **Spazio Bianco:** Lexington-Themes/spaziobianco, commit 4e450be

The fact that every issue you listed was fixed within minutes is itself the clearest evidence that the product is working. The fact that those two claims contradict each other.

For context, these templates are in active use by over 9,000 customers who are building and using the product. The fact that the product is not consistent with that, nor with the live demos that have been publicly available for years and they do not affect functionality.

On being able to evaluate the product beforehand: The full, interactive live demos are provided. The product was accurately described and is materially identical to those previews, which is the

That policy also states clearly that refunds are not provided once an item has been downloaded. Products are fully in your possession.

Regarding the chargeback: that is your right to pursue. If you do, I will respond with the refund policy you accepted at checkout, and the commit history showing that

I'd also want you to be clear on the likely outcome: because the templates were downlo
access is also revoked the moment a purchase is reversed. So the realistic result of a charg

The issues you raised are fixed, the product works as shown, and I'm happy to help with any

Best,

Michael Andreuzza

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 16:33, [REDACTED] wrote:

Thank you for your response. I don't find your resolution acceptable because the product
wouldn't have purchased the product. I also couldn't have known your product is broken u

Since the product is disfunctional, has too many issues to name/fix, and you refuse to pro

Scott

----- Original Message -----

On Monday, 06/08/26 at 08:09 Michael Andreuzza <[REDACTED]>

Hi Scott,

Thank you for taking the time to go through the templates and for laying out your n

First, the important part: every item you mentioned is placeholder copy and cosme
two-second edit, and all of it is meant to be replaced with your own copy and route
from building, running, or being used as intended.

On the specific points:

- **Copy/typos** (Sign up, legal, customers heading, foundations): placeholder text, e
- **Link paths** (/contact/, /legal/terms/): demo routing that you wire to your own page
- **"LimeStripe" image:** I've checked this directly against the live demo and the ass

Under the refund policy, "not as described" means the product is materially differer
states I fix them promptly via an update rather than treating them as grounds for a

I also have to be straightforward about eligibility. The policy clearly states that refur
that reason this request does not qualify for a refund.

Regarding a chargeback: I'd genuinely prefer not to go there. Because the templ
purchase. That process typically results in the dispute being declined and the acce

Rather than treat these as grounds for a refund, I've already gone ahead and fixed
repositories, so the updates are live and available to you right now. (The LimeStrip

That's exactly what the support and update commitment is for: small issues like the

Best, Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 01:34, [REDACTED] wrote:

Hi Michael,

I'm requesting a full refund for my recent purchase of your Lexington Themes Fu

The templates are non-functional/broken (links, directory structure, etc.) ar
etc). The item is therefore "not as described" or does not work the way it st

Here are a few examples from spending ~15 minutes going through 2 out of

Buio:

- 'Sing up' button text instead of 'Sign up'
- Contact: correct URL is '/contact/' not '/forms/contact/'

Spazio Bianco:

- Legal: '/legsl/terms/' instead of '/legal/terms'
- 'LimeStripe' image asset is pixelated on all pages
- '/customers/1' has 'Integrations' as the heading instead of 'Customer'
- 'src/components/fundations' instead of '/src/components/fundations'

When purchasing a product, it's reasonable to expect that it functions as-is with
understand according to your refund page (<https://lexingtonthemes.com/legal/ref>)

Please provide a full refund within two weeks. If I do not receive a full refund, I w

Thank you for your attention to this matter.

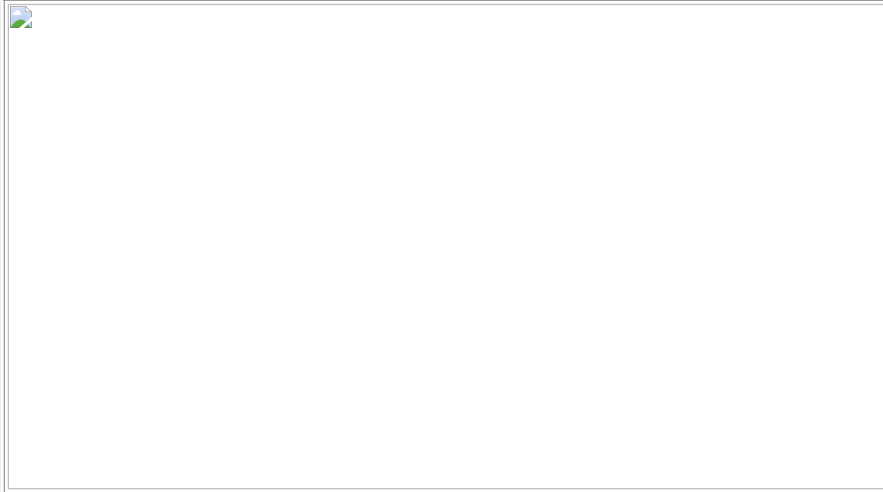
To: Michael Andreuzza <[REDACTED]>

Hi Michael,

Here are the issues I noticed with the Carriera theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- The 'Sign In' button in the header doesn't work; it leads to '/sign-up' form
- The 'Sign-In' form buttons do not display properly:

lexingtonthemes.com



- There is a weird display issue on each company page in the company description section:

Polar

Polar

Logo helps developers fund their work through issue-based pledges and subscriptions, while handling payments and taxes.

Polar.sh helps open source maintainers monetize their projects through subscriptions, sponsorships, and issue bounties directly integrated with GitHub.

Headquarters	Remote
Location	Global
Size	20+
Founded	2022
Company type	Startup
Work policy	Remote-first
Industry	Open Source Funding

Culture

We're a team of open source enthusiasts working remotely to build tools that make open source development financially sustainable.

Mission

"To ensure open source software is sustainable long-term by providing tools for maintainers to get paid for their work."

Milestones

- Launch in 2022
- \$4.5M seed funding in 2023
- Integration with GitHub in 2023

Open positions

● **Polar** – Remote (US) REMOTE / FU \$90k–\$120k

● **Polar** – Dublin, Ireland HYBRID / FU \$150k–\$200

● **Polar** – Berlin, Germany HYBRID / FU

Stripe

Stripe

Stripe builds economic infrastructure for the internet, powering online payments and financial services for businesses of all sizes.

Stripe helps millions of companies—from startups to large enterprises—accept payments, grow their revenue, and accelerate new business models. Its suite of APIs powers everything from e-commerce to SaaS platforms worldwide.

Headquarters San Francisco
Location United States
Size 7000+
Founded 2010
Company type Enterprise

Culture

Stripe's culture centers around rigorous thinking, fast iteration, and long-term impact. The team values curiosity, humility, and building for global scale with a deep sense of responsibility.

Mission

"To increase the GDP of the internet by building financial tools that help businesses thrive."

Milestones

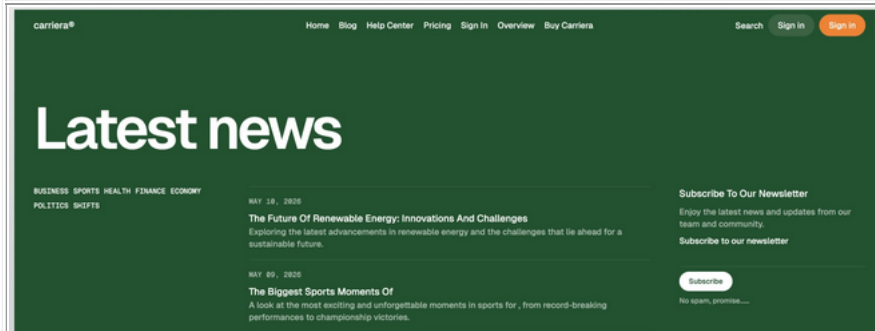
- Founded by the Collison brothers in 2010
- Launched Atlas and Radar in 2016
- Valuation exceeded \$95B in 2021

Open positions

● **Stripe - San Francisco**
HYBRID / Full-time
\$60k-\$75k t

- Buttons do not render on pages (noticed on subscribe, sign in, contact, reset password, submit job, submit company, and submit candidate pages):

lexingtonthemes.com



- Links do not render:

carriera® Home Blog Help Center Pricing Sign In Overview Buy Carriera Search Sign In Sign In

Links

DEFAULT TEXT	ICON	ACCENT TEXT	ICON	MUTED TEXT	ICON
		Accent XXS	+	Muted XXS	+
		Accent XS	+	Muted XS	+
		Accent SM	+	Muted SM	+
		Accent Base	+	Muted Base	+
		Accent MD	+	Muted MD	+
		Accent LG	+	Muted LG	+
		Accent XL	+	Muted XL	+

- Buttons do not render:

Buttons

DEFAULT TEXT	ICON	ACCENT TEXT	ICON	MUTED TEXT	ICON
		Accent XXS	+	Muted XXS	+
		Accent XS	+	Muted XS	+
		Accent SM	+	Muted SM	+
		Accent Base	+	Muted Base	+
		Accent MD	+	Muted MD	+
		Accent LG	+	Muted LG	+
		Accent XL	+	Muted XL	+

- I'm getting warnings from Astro as well when I access any of the company pages:

```

15:38:08 [WARN] [router] A `getStaticPaths()` route pattern was matched, but no matching static path was found for requested path `
0__AstroError({
  ...__vite_ssr_import_0__.AstroErrorData.InvalidComponentArgs,
  message: __vite_ssr_import_0__.AstroEr

Possible dynamic routes being matched: src/pages/companies/[...slug].astro.
15:38:08 [404] /companies/(...args) => {
  if (!validateArgs(args)) {
    throw new __vite_ssr_import_0__.AstroError({
      ...
ort_0__.AstroErrorData.InvalidComponentArgs.message(name)
    });
  };
  return cb(...args);
} 25ms
15:38:08 [WARN] [router] A `getStaticPaths()` route pattern was matched, but no matching static path was found for requested path `
0__AstroError({
  ...__vite_ssr_import_0__.AstroErrorData.InvalidComponentArgs,
  message: __vite_ssr_import_0__.AstroEr

Possible dynamic routes being matched: src/pages/companies/[...slug].astro.
15:38:08 [404] /companies/(...args) => {
  if (!validateArgs(args)) {
    throw new __vite_ssr_import_0__.AstroError({
      ...
ort_0__.AstroErrorData.InvalidComponentArgs.message(name)
    });
  };
  return cb(...args);
} 5ms
15:38:29 [WARN] [router] A `getStaticPaths()` route pattern was matched, but no matching static path was found for requested path `
0__AstroError({
  ...__vite_ssr_import_0__.AstroErrorData.InvalidComponentArgs,
  message: __vite_ssr_import_0__.AstroEr

Possible dynamic routes being matched: src/pages/companies/[...slug].astro.

```

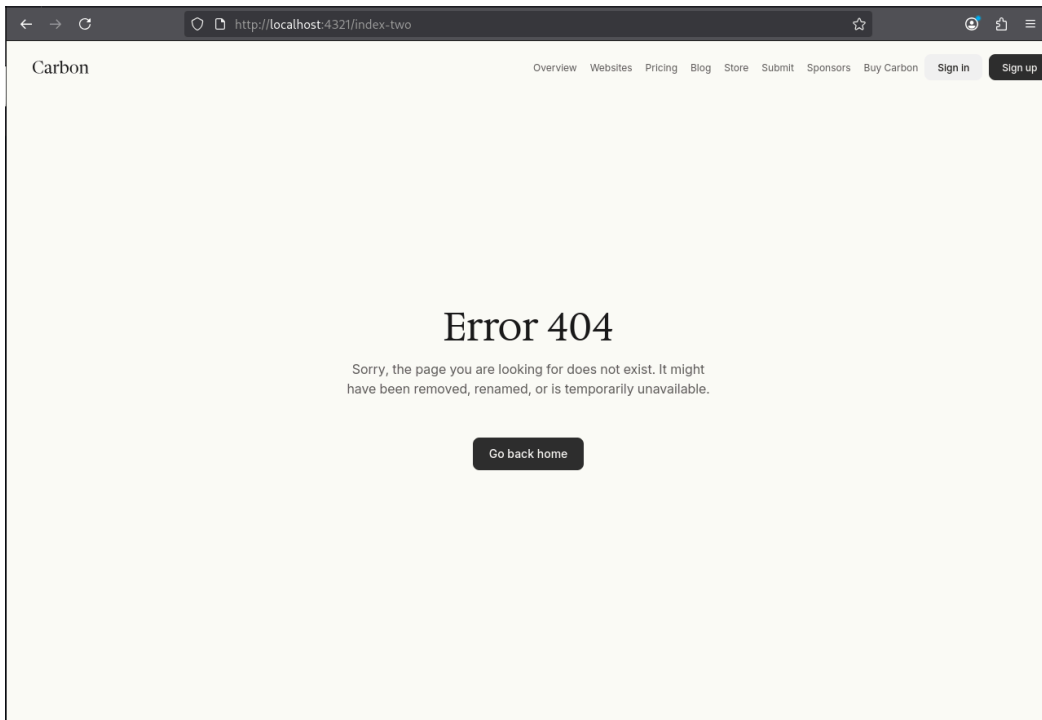
Scott

On 6/9/26 2:24 PM, [redacted] wrote:

Hi Michael,

Here are the issues I noticed with the Carbon theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Index page is set to '/index-two'; results in an immediate 404 page (doesn't seem to exist):



```
14:05:48 watching for file changes...
▶ Vite 8.0.16 detected in your project.
  Astro requires Vite 7. Add "overrides": { "vite": "^7" } to your package.json to avoid issues.

14:05:54 [404] /index-two 386ms
```

- Overview > Directory > Home link is broken; leads to 404

Scott

On 6/9/26 1:53 PM, [REDACTED] wrote:

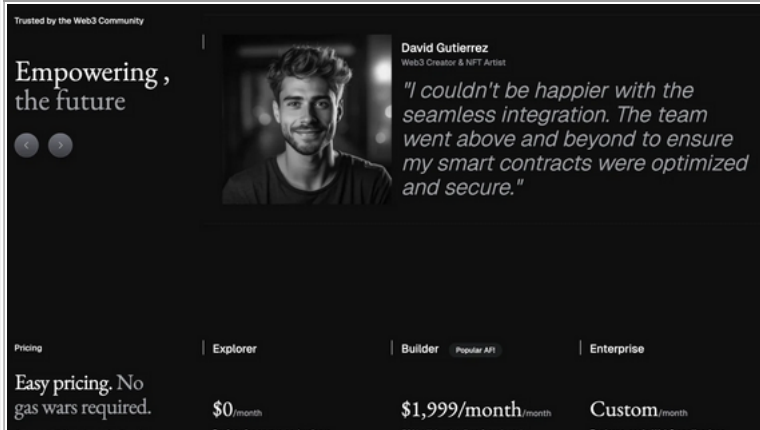
Hi Michael,

Here are some additional issues I noticed with the Buio/Spazio Bianco themes:

Buio:

- Customer testimonial section does not display correctly; buttons do not work:

lexingtonthemes.com:



Spazio Bianco:

- Fees section displays incorrectly:

lexingtonthemes.com:

PRICING

Fees

For fintech platforms handling customer transactions or businesses with substantial balances, we provide tailored pricing. Reach out to us for more information.

[Contact sales >](#)

ACH Processing	
Same-day ACH transfers	\$1.50 / Transaction
Next-day ACH transfers	\$0.40 / Transaction
ACH return processing	\$4.00 / Transaction
Unauthorized return handling	\$12.00 / Transaction
Late return request processing	\$20.00 / Transaction
Wire Processing	
Wire transfer initiation	\$12.00 / Transaction
Wire drawdown request	\$12.00 / Transaction
International wire transfers	\$15.00 / Transaction
Wire transfer tracking	\$5.00 / Transaction
Wire recall processing	\$25.00 / Request
Check Issuing	
Check printing & mailing (Sblanco fulfilled)	\$2.50 / Check
Bulk check issuing	\$2.00 / Check
Certified check processing	\$10.00 / Check
Stop payment request	\$20.00 / Check


- Customer testimonials section display incorrectly; buttons do not work:

lexingtonthemes.com:

TESTIMONIALS

Our customers


Read what our customers have to say about our services.



Adobe

Read case study >


"Adobe's creative and digital experience"



Attentive

Read case study >

"Attentive's approach to personalized"



Exabeam

Read case study >

"Exabeam's approach to tailored"

- Pixelation issue noted earlier (see edges of image asset shape):

Powerful financial APIs for tech innovators

Processed

\$275.50



Source

Scott

On 6/9/26 1:34 PM, [REDACTED] wrote:

Hi Michael,

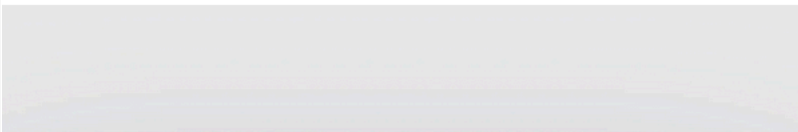
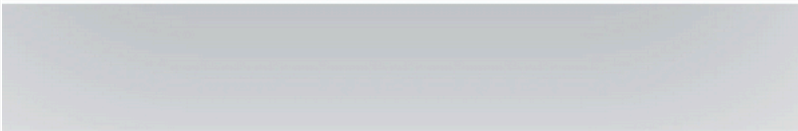
Here are the issues with the Bastion theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Search button doesn't work
- Partners section doesn't display correctly (on multiple pages); buttons do not work

lexingtonthemes.com

A CONSTRUCTION PARTNER TRUSTED BY HOMEOWNERS, DEVELOPERS, AND COMMERCIAL CLIENTS ALIKE

Real projects, real partners, and results delivered through disciplined planning and execution.



Robert Martinez
Operations Director



Sarah Johnson
Homeowner



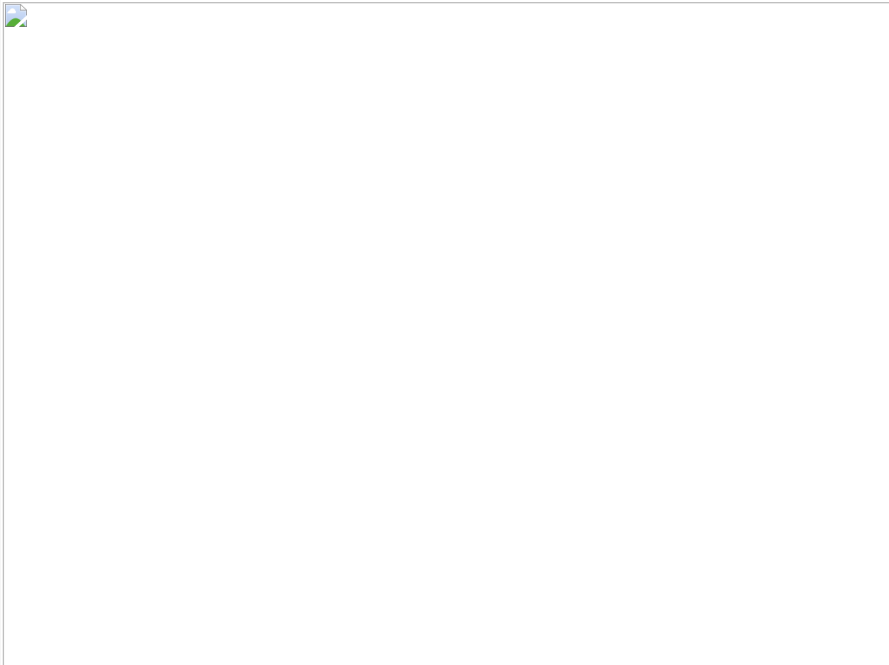
Michael Chen
CEO



Em
Hot

- Projects section displays incorrectly:

lexingtonthemes.com:



- The images on the blog page do not display correctly, they appear extra zoomed in; this issue also appears on the tag index pages:


lexingtonthemes.com

Bastion Contractors About Services Projects Team Careers Blog Contact Overview 🔍 Buy Bastion


JOURNAL

Lessons learned across planning, execution, and delivery

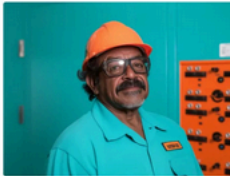
Articles covering construction methods, project management, safety, and practical decision-making in the field.



Renewable energy integration
Incorporating solar and wind power into building designs.
[Read further](#)



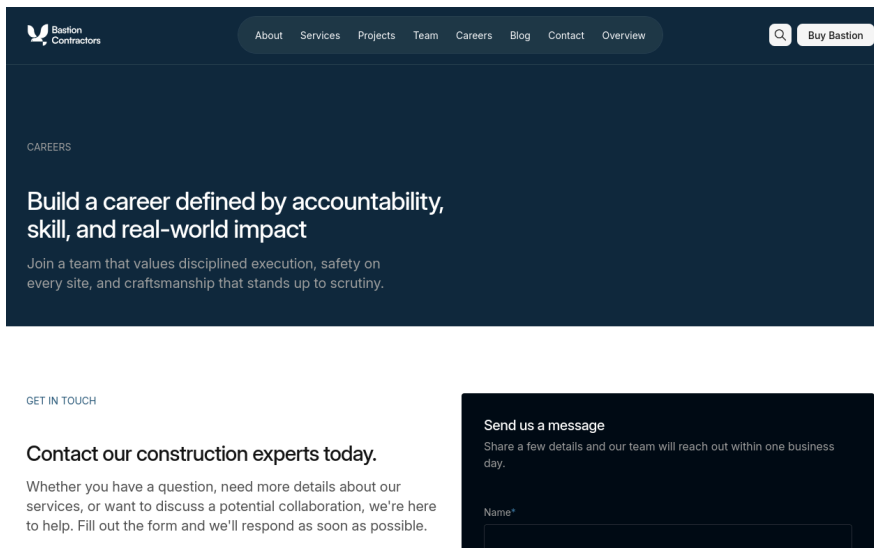
Modular construction benefits
How prefabricated building methods accelerate project timelines.
[Read further](#)



Worker safety innovations
New technologies improving safety on construction sites.
[Read further](#)



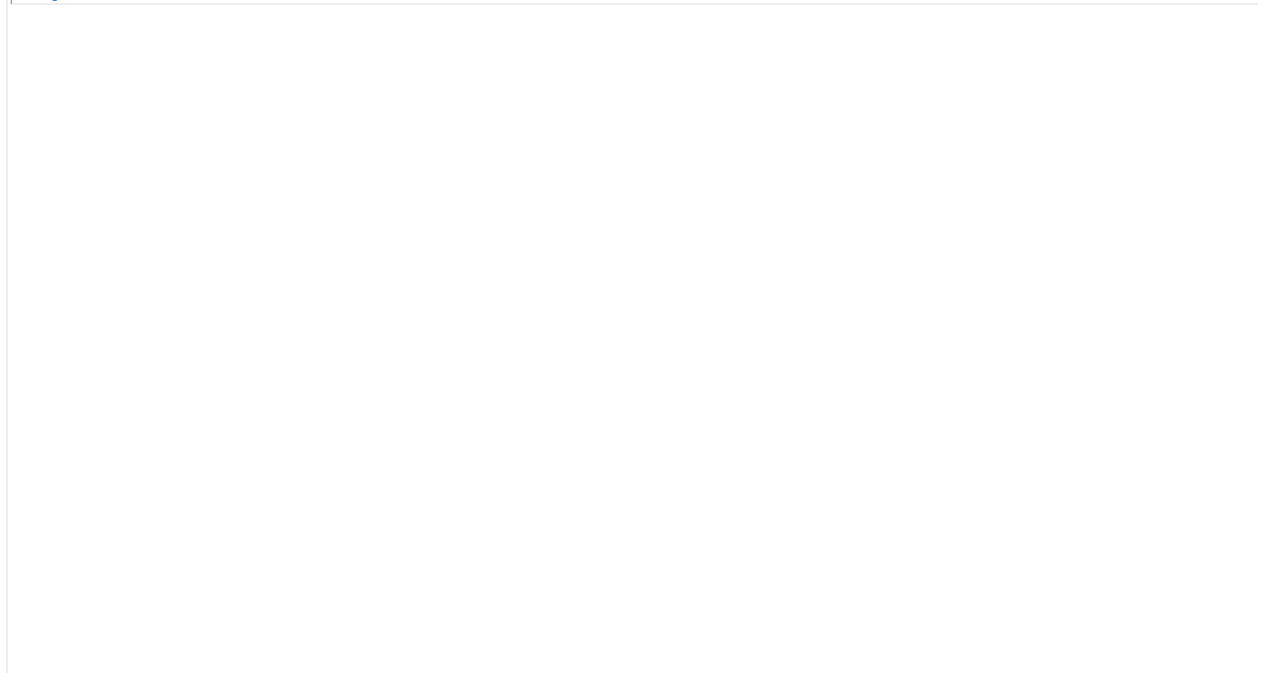
- The contact page has the wrong heading; it has 'Careers' instead of 'Contact':

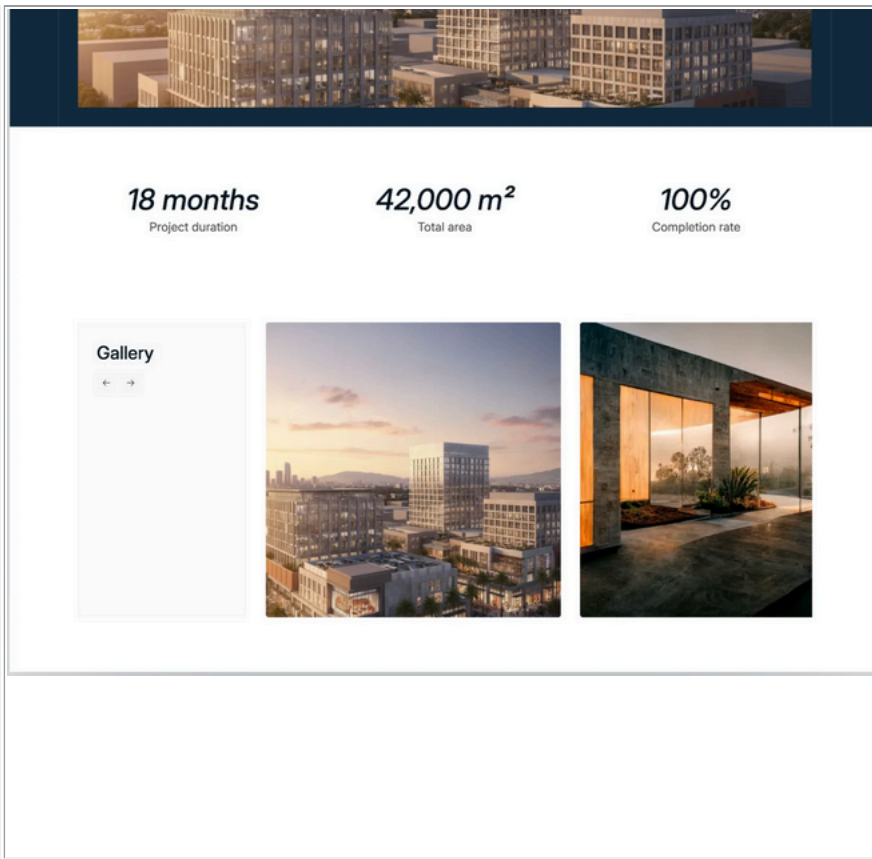


- Overview > Blog Pages > Tag Category link is broken; leads to 404 page

- The gallery section is broken on the project details page; buttons do not work:

lexingtonthemes.com:





- The navigation links in the footer are broken for the Company section (Why Us, Partners, Mission)

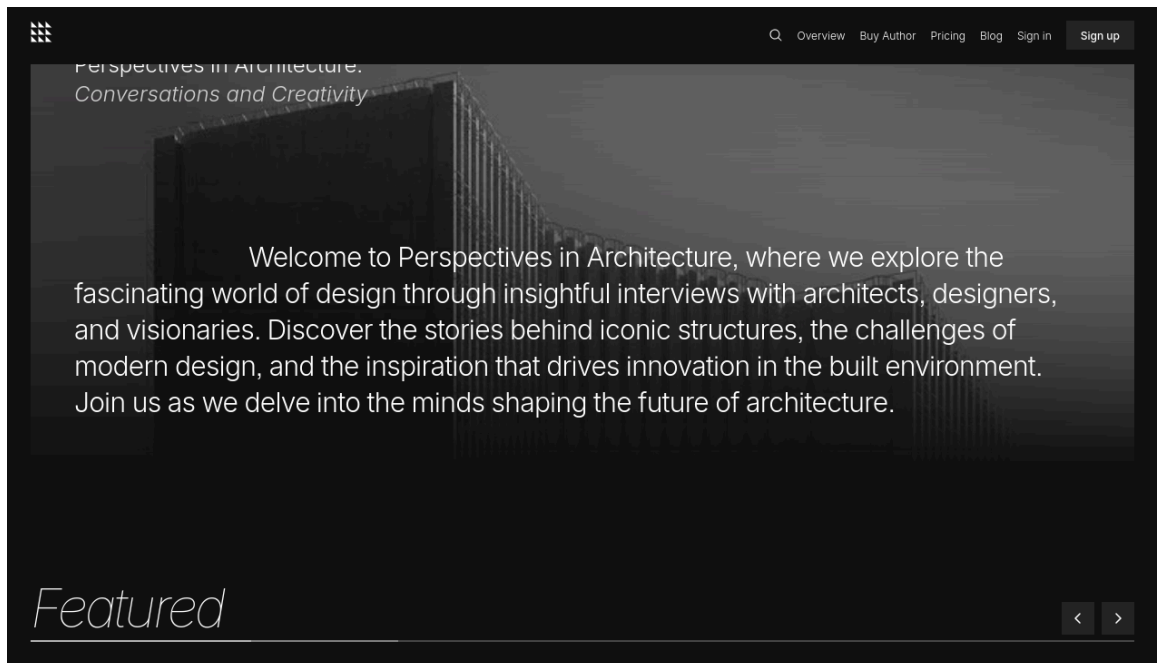
Scott

On 6/9/26 12:44 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Author theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Rendering issues on multiple pages. The top section is cut off on the homepage, about, contact, and author bio pages (that I noticed):




Emma Carter — Travel & Adventure Writer

Emma Carter is a seasoned travel writer who specializes in exploring off-the-beaten-path destinations. Her writing captures the essence of remote places, providing readers with a sense of adventure and excitement.

With a passion for uncovering hidden gems, Emma shares her experiences through detailed guides, travel tips, and personal stories. She encourages her audience to explore beyond the typical tourist spots and find beauty in the unexpected.

Her articles inspire wanderlust and offer practical advice for fellow travelers seeking their next great adventure.

Twitter Linked Email Website



Welcome to Perspectives in Architecture, a platform dedicated to exploring the art, science, and stories behind the spaces we inhabit. Our mission is to celebrate the creativity, innovation, and craftsmanship that shape the built environment, from ancient wonders to cutting-edge designs.

Here, we bring together architects, designers, and enthusiasts to share insights, inspire ideas, and spark meaningful conversations about architecture's impact on our lives and communities. Whether you're passionate about preserving heritage, embracing sustainability, or exploring new design trends, you'll find a home here.

Have questions, feedback, or ideas to share? We'd love to hear from you!

Whether you're reaching out to collaborate, suggest topics, or simply say hello, our team is here to connect. Fill out the form below, and we'll get back to you as soon as possible. Let's keep the conversation about architecture and design alive!

Enter your full name

Enter your email

Enter your phone number

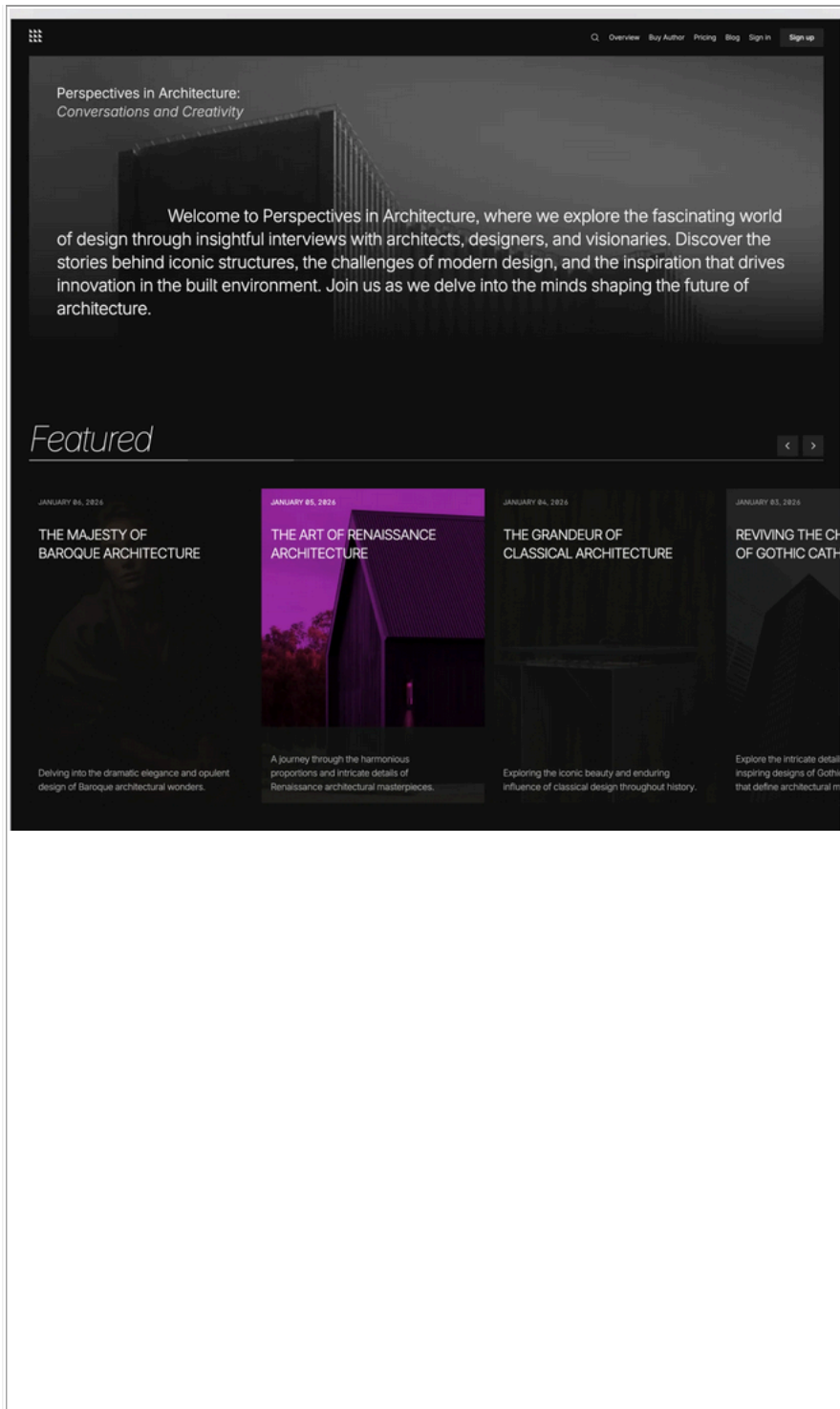
Enter your message

Send message

These pages are scrolled all the way to the top and text/images are still cut off behind the header.

- Featured section does not display correctly; buttons do not work:

lexingtonthemes.com	Actual:
--	---------



- Footer links seem to be rendered incorrectly:

Navigation	● Blog index	/blog
	● Authors	/authors
	● Sign in	/
	● Sign up	/signup
	● Membership	/pricing
Blog	● The Elegance of Historic Architecture	/blog/posts/
	● The Art of Renaissance Architecture	/blog/posts/
Credits	● Website by	Johan Linds
	● Art Direction	Yuki Tanaka
	● Project Management	Giulia Rossi
	● UI/UX Design	Carlos Hern
	● 3D Design & Animation	Hiroshi Naka
Awards	● Awwards	Site fo the d
	● TCSSDA	Site of the y

- Overview > Tag Category > Tag Category link is broken; leads to 404 page

Scott

On 6/8/26 8:35 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Astromax SP theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- General rendering issues. Here is the homepage (as an example):

lexingtonthemes.com:



MAXIMIZE YOUR ONLINE PRESENCE WITH A UNIQUE AND ENGAGING ONE-PAGE WEBSITE THAT DELIVERS OUTSTANDING RESULTS.

• LET'S BUILD • DESIGN MAGIC • FRONT-END LOVE • AVAILABLE

John seamlessly merges design and coding, creating polished designs that strike a perfect balance between trends and originality. His approach of crafting designs directly in code yields exceptional results, surpassing expectations.

Emily Reynolds
CEO of Swift Designworks

Mark has an exceptional eye for design, and collaborating with him has been an absolute delight. I am looking forward to partnering with him on upcoming projects. I wholeheartedly endorse him to anyone in search of exceptional, top-notch work.

Lindsay Chen
Founder of CodeCraft Studios

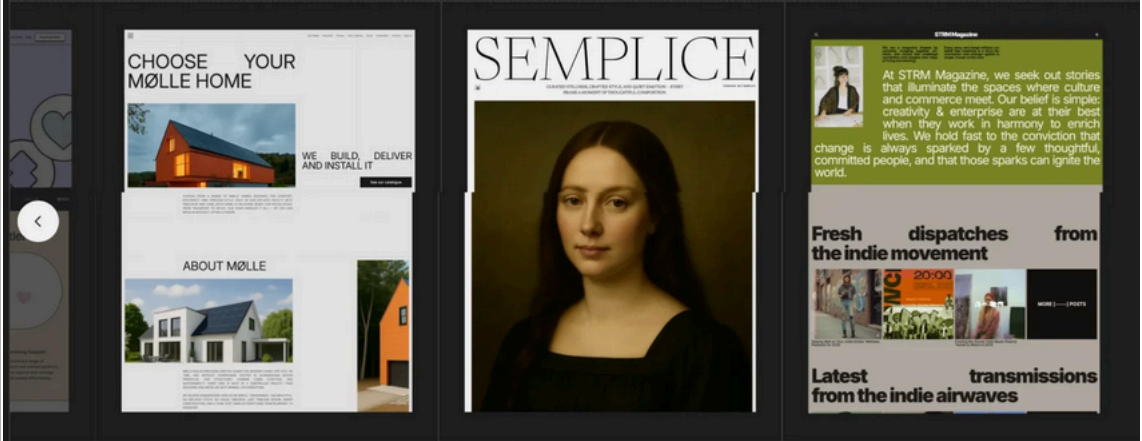
Ethan has been an invaluable asset in the realm of design, and I struggled to keep pace with his work speed during our collaboration. His designs are sleek, and he consistently delivers substantial value; he continuously refines his designs and introduces enhancements.

Gabriel Martinez
Innovator at PixelPerfect Creations

Andrew stands out as a distinctive of designer and developer who comprehends business requirements and utilized his prior experience to swiftly create multiple landing pages for SparkLynx.

Jessica Carter
Co-Founder of SparkLynx Technol

DESIGNED AND DEVELOPED WEBSITES AT ASTROMAX



This is in direct contradiction to your claim that the "templates function as shown." The theme navigation buttons also do not work for me.

Here is another example of what the "get quote" button looks like:



The "GET A QUOTE" button displays at full width/height of the container.

- Search button does not work

For reference, I am using Firefox 140.11.0. Firefox is a major browser and should be supported by these themes. I did not find any claim on your [lexin](#)

Scott

On 6/8/26 8:05 PM, [REDACTED] wrote:

Hi Michael,

You did not address my rebuttals or my counterpoints, so I'll assume that you concede the template issues will remain in a broken state and the

I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly.

They do not resolve for me. I get 404 errors for each.

As with the earlier templates, the items you've raised are either inaccurate or the template working as designed, with the few genuine min

If you'd like to me clarify any of the points, please let me know and I can provide screenshots and/or screen recordings to further support my cl
issues are broken and you do not plan to fix them (contrary to your claims for refunds on [lexingtonthemes.com](#)):

The product is inaccurately described or fails to function as expected.

If a product doesn't work as intended, I am committed to fixing the issue promptly with an update. A product is considered "not as descri

As a reminder, these are your terms as part of my purchase. By failing to offer a refund and by failing to address the issues, you are failing to p

My position is unchanged: NO REFUND

I understand, which is why I am documenting all of the issues to support my credit card chargeback claim. You initially asserted that your templ
sake of transparency, I am documenting all of the issues I find in the templates in this e-mail thread so that there is a record of all of the produc

Scott

On 6/8/26 4:08 PM, Michael Andreuzza wrote:

Scott, I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly. As with the earlier

My position is unchanged: **NO REFUND**
There's nothing further for me to add here.

Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: [michaelandreuzza.com](#)

On Mon, 8 Jun 2026 at 22:42, [REDACTED] wrote:

Hi Michael,

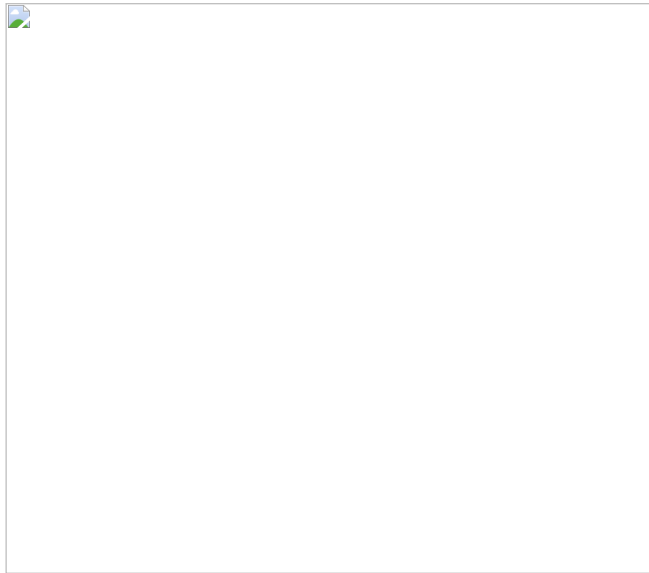
Here is the Vite warning I'm getting in each of your templates:

For the search button, I'm not sure what the purpose is then if it's intended not to work. Shouldn't it link to the search page or search p

***When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining what a
this does not happen.***

I can possibly find a way to screen record this happening if you like.

This is what my Customers section looks like:

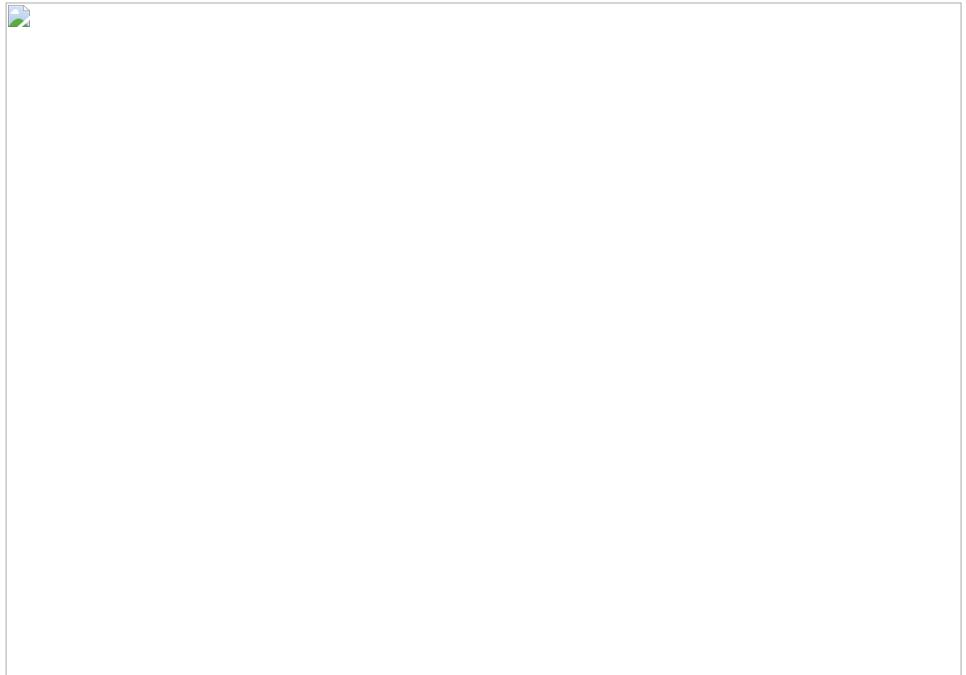


Every image is displayed in full width of the screen and the buttons do not do anything. They are unresponsive.

The image logos aren't showing on the Integrations page
The cards are intentionally designed without logos.

Then they appear to have spacing issues. There is a massive gap where an image (brand logo) would normally be.

This is what I get for the Colors section:



The colors I mentioned are missing or do not appear.

Clicking Overview > Terms of use (sp) leads to a 404 page
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site functionality

But I should be able to access the template pages and there's currently no way to do this because the link is broken.

Did you test these templates in all major web browsers? There's nothing on your website to suggest these templates are only compati

I understand that you are not willing to offer a refund despite the issues with the product. However, I need to document all of the issue

To further show support that these templates are broken, here are the issues I found with the Alfred template:

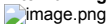
- Same Vite warning that the installed version is incompatible with the Astro version used
- Team > Details page results in a 404
- Overview > RSS page results in a 404
- Blog > Tag Details page results in a 404

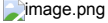
Scott

On 6/8/26 3:18 PM, Michael Andreuzza wrote:

Scott,

I went through every point on your list. Most of them are simply not true, and I've attached screenshots so you can see for your
The rest are normal template behavior or placeholder content, not defects.

- **Vite warning:** there is none. (screenshot)

- **The search button doesn't work:** Works as intended.

- **When you click the menu button and then the close button, the website scrolls halfway down the page to "Re**
this does not happen.
- **The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026**
This is placeholder copy text, you are supposed to add your own text
- **The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive**
The customers section its a testimonials section, it works completely fine. and buttons are responsive

- **The image logos aren't showing on the Integrations page**
The cards are intentionally designed without logos.
- **The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show**
The show completely fine
- **The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)**
Blog "/blog-two/" link in the menu — that was a wrong path. It's corrected and pushed.
- **Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)**
The numbers are index numbers, the blog landing page is showing from new to old, again nothing broke
- **Clicking Overview > RSS leads to a 404 page**
Typo on file, already deployed and available
- **Clicking Overview > Terms of use (sp) leads to a 404 page**
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live sit
- **Clicking Overview > Privacy Policy leads to a 404 page**
Same as above.

To summarize: of the twelve points you listed, exactly one was an actual issue, a single mistyped link path, and it has been cor not, by any reasonable standard, "non-functional" or "broken."

I've now addressed each of your claims in detail across several emails and demonstrated, with evidence, that the product work correspondence, the screenshots, the purchase and GitHub access records, and the refund policy you agreed to at the time of

This is my final reply on the matter.

Michael
Mvh
Michael Andreuzza Vega
Email: [REDACTED]
Location: Mariehamn, Aland Islands
Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 21:29, <[REDACTED]> wrote:

Hi Michael,

To add further support to show that the product is broken, here are a number of issues identified with the AEIen template:

- There is a Vite warning that the installed version is incompatible with the Astro version used
- The search button doesn't work
- When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining
- The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026
- The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive
- The image logos aren't showing on the Integrations page
- The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show up prop
- The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)
- Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)
- Clicking Overview > RSS leads to a 404 page
- Clicking Overview > Terms of use (sp) leads to a 404 page
- Clicking Overview > Privacy Policy leads to a 404 page

As you can see, there are issues in each of the templates reviewed so far, and the problem is much worse than you describe

Scott

On 6/8/26 12:19 PM, [REDACTED] wrote:

Hi Michael,

I'm reviewing your website and I don't see a disclaimer that the products may not work as intended. I will be adding th

You may want to add this to your site if your intention is that customers find and fix issues with the templates instead (

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:17 [REDACTED] <[REDACTED]> wrote:

The fact that you had to correct issues (which you conceded are issues that required fixing) with the templates purchased the product.

When you provide the details to my credit card issuer, please include that fact that the product had issues (anc

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:10 Michael Andreuzza <[REDACTED]> wrote:

To correct you: I have not said the product is broken, and fixing a few placeholder typos is not an admis product.

The templates function as shown in the public live demos, which is the standard for "as described," and

As mentioned before, you're free to pursue a chargeback. If you do, I'll provide my response and suppo

Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:42, [REDACTED] wrote:
Hi Michael,

Calling the issue "resolved" doesn't make it so. I requested a refund and still have not received it.

Within this e-mail chain you have admitted that the product has issues (and therefore the product can't be used).

You as the creator and owner of the product should have done this beforehand. This is especially true if the product is not as described.

You did not describe the broken state or issues the template had prior to me spending my time identifying/fixing the issues with your product to get it into a working state. The product was not as described.

If I do not receive a refund for the broken product, I will be pursuing the matter further with my credit card company.

Scott

----- Original Message -----

On Monday, 06/08/26 at 10:24 Michael Andreuzza [REDACTED] wrote:

Two quick points, and then I'll consider this closed, as I've already covered the rest.

These templates are hand-coded by me. I'm a professional designer and developer, they are not broken.

Calling the product "broken" or "non-functional" doesn't make it so. The only issues you found were minor and are used by 9,000+ customers, so I won't accept that false characterization as a reason for a refund.

I maintain my themes regularly, so I know they work, and they work very well.

If you find something specific, you can reach me by email or in the Discord channel, the access to which is provided in the documentation.

Otherwise this is resolved, and you're free to file a chargeback if you choose.

Michael

Michael
Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:02, [REDACTED] wrote:

Are you able to respond without using AI? The fact that you are using AI to respond strongly suggests that you are not a professional.

Please keep in mind that these issues were identified within spending a few minutes on 2 out of 1000+ live demos and you cannot expect customers to be your quality review. The product should work as-is unless you have a specific bug report.

Scott

----- Original Message -----

On Monday, 06/08/26 at 09:52 Michael Andreuzza [REDACTED] wrote:

Hi Scott,

Thank you for the follow-up. I want to address your points directly and fairly.

The product is not broken or non-functional. The templates build, run, and match the screenshots you provided. I have already corrected every typo/path you listed and pushed the updates.

- "Sing up" > "Sign up"
- /forms/contact > /contact
- /legsl/terms > /legal/terms
- Customers page heading corrected from "Integrations" to "Customers"

These corrections are recorded in the public commit history of each repository, made as follows:

- **Buio**: Lexington-Themes/buio, commit e7ab157
- **Spazio Bianco**: Lexington-Themes/spaziobianco, commit 4e450be

The fact that every issue you listed was fixed within minutes is itself the clearest evidence that the product is not broken. Those two claims contradict each other.

For context, these templates are in active use by over 9,000 customers who are building their businesses. The fact that the product is not broken is not consistent with that, nor with the live demos that have been publicly available and they do not affect functionality.

On being able to evaluate the product beforehand: The full, interactive live demo of the product was accurately described and is materially identical to those previews, which were provided in the documentation.

That policy also states clearly that refunds are not provided once an item has been downloaded. The product is not a physical item and is not in your possession.

Regarding the chargeback: that is your right to pursue. If you do, I will respond with the details of the refund policy you accepted at checkout, and the commit history showing the fixes.

I'd also want you to be clear on the likely outcome: because the templates were not broken, I will not be providing a refund.

access is also revoked the moment a purchase is reversed. So the realistic result of :

The issues you raised are fixed, the product works as shown, and I'm happy to help v

Best,

Michael Andreuzza

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 16:33, [REDACTED] wrote:

Thank you for your response. I don't find your resolution acceptable because the p
wouldn't have purchased the product. I also couldn't have known your product is bi

Since the product is disfunctional, has too many issues to name/fix, and you refuse

Scott

----- Original Message -----

On Monday, 06/08/26 at 08:09 Michael Andreuzza <michaelandreuzzavega@gmail.com

Hi Scott,

Thank you for taking the time to go through the templates and for laying out

First, the important part: every item you mentioned is placeholder copy and
two-second edit, and all of it is meant to be replaced with your own copy an
from building, running, or being used as intended.

On the specific points:

- **Copy/typos** (Sign up, legal, customers heading, foundations): placeholder
- **Link paths** (/contact/, /legal/terms/): demo routing that you wire to your ow
- **"LimeStripe" image**: I've checked this directly against the live demo and

Under the refund policy, "not as described" means the product is materially
states I fix them promptly via an update rather than treating them as ground

I also have to be straightforward about eligibility. The policy clearly states th
that reason this request does not qualify for a refund.

Regarding a chargeback: I'd genuinely prefer not to go there. Because the
purchase. That process typically results in the dispute being declined and th

Rather than treat these as grounds for a refund, I've already gone ahead an
repositories, so the updates are live and available to you right now. (The Lir

That's exactly what the support and update commitment is for: small issues

Best, Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 01:34, [REDACTED] wrote:

Hi Michael,

I'm requesting a full refund for my recent purchase of your Lexington The

The templates are non-functional/broken (links, directory structure, €
etc). The item is therefore "not as described" or does not work the w

Here are a few examples from spending ~15 minutes going through

Buio:

- 'Sing up' button text instead of 'Sign up'
- Contact: correct URL is '/contact/' not '/forms/contact/'

Spazio Bianco:

- Legal: '/legsl/terms/' instead of '/legal/terms'
- 'LimeStripe' image asset is pixelated on all pages
- '/customers/1' has 'Integrations' as the heading instead of 'Cu
- 'src/components/fundations' instead of 'src/components/foun

When purchasing a product, it's reasonable to expect that it functions as-
understand according to your refund page (<https://lexingtonthemes.com/>)

Please provide a full refund within two weeks. If I do not receive a full ref.

Thank you for your attention to this matter.

To: Michael Andreuzza <[redacted]>

Hi Michael,

Here are the issues I noticed with the Carrington theme:

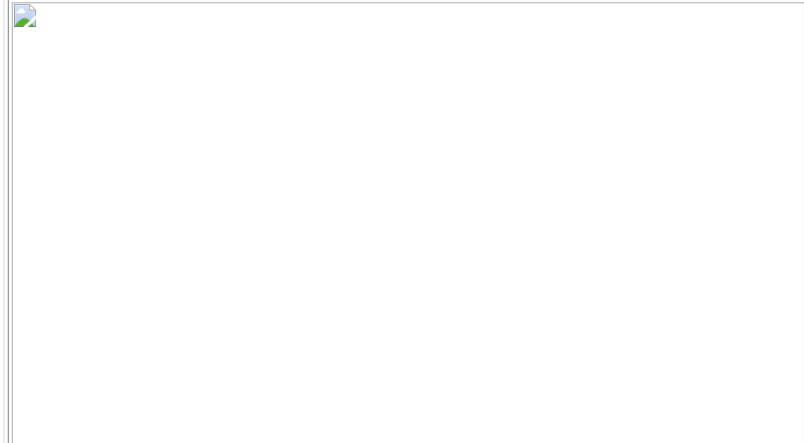
- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Search button doesn't work
- Misaligned elements on the homepage:

lexingtonthemes.com

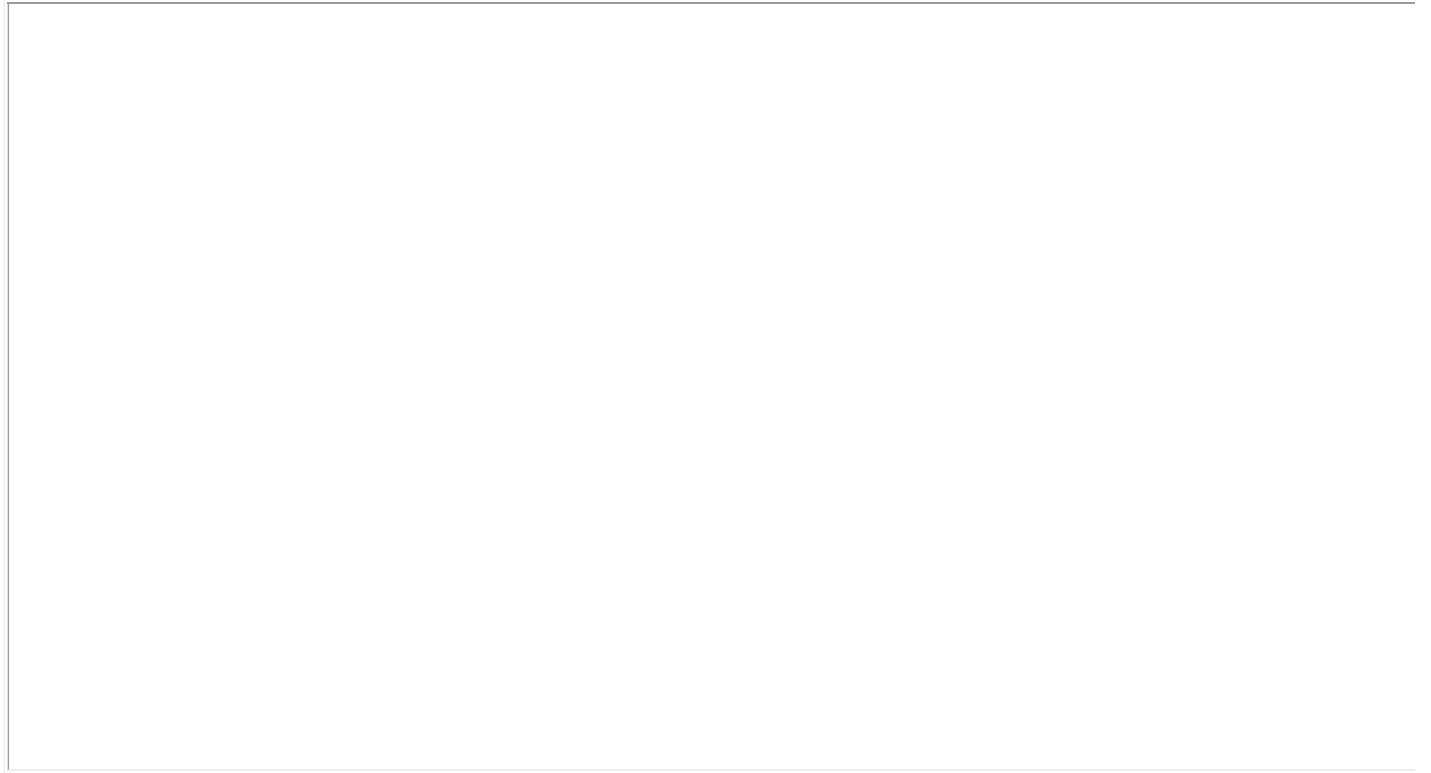
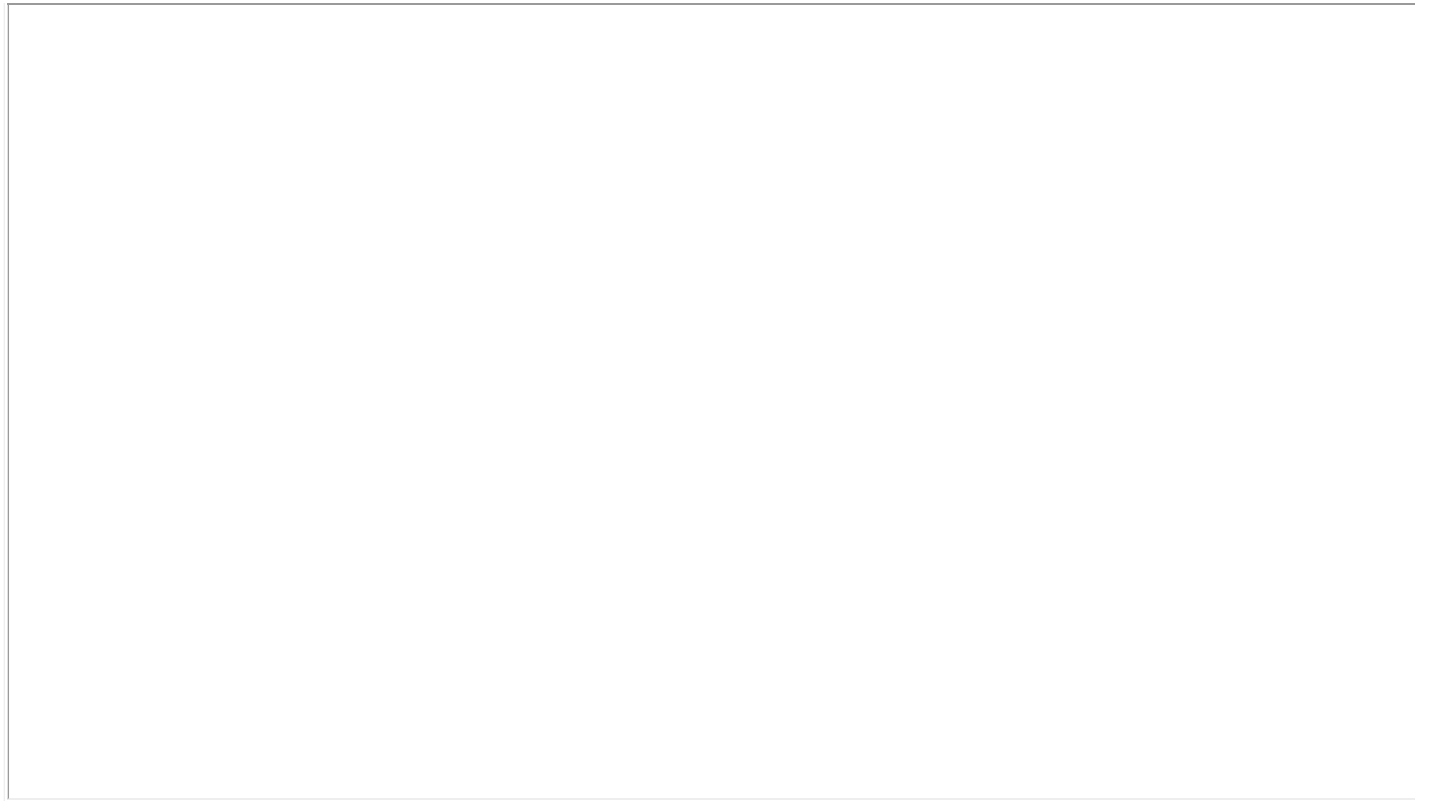


- The Case studies, Practice areas, Call-to-action, Blog, and Cases do not display correctly; the images appear extra zoomed in:

lexingtonthemes.com







- The Client Testimonials section does not display correctly:

lexingtonthemes.com:



Client Testimonials

Don't just take our word for it. Hear from our satisfied clients who have experienced the Carrington Law difference. Our commitment to excellence and client satisfaction is reflected in the success stories shared by those we've had the privilege to serve.

SATISFIED CLIENTS

500+

SUCCESS RATE

98%

YEARS EXPERIENCE

25+

CASES WON

50+



”

Exceptional guidance through merger

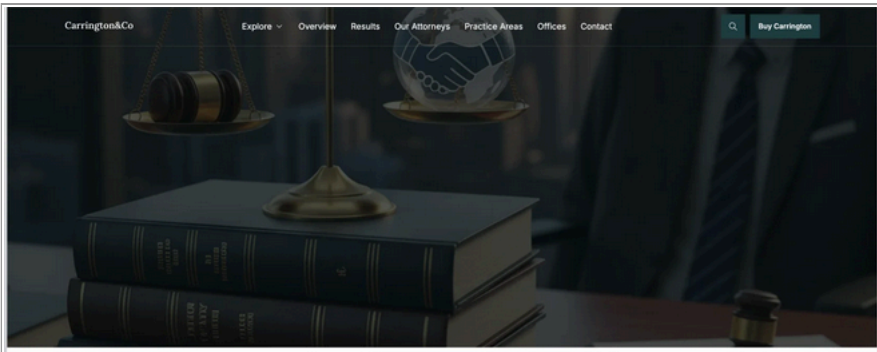
Carrington Law guided us through a complex merger with exceptional expertise. Their strategic approach and attention to detail were instrumental in achieving our goals. The team's communication was outstanding throughout the entire process.

CEO, TECHSTART INC.

Sarah Johnson
CEO of a leading tech startup, transforming industries with innovative solutions.

- The Practice areas detail page is not cropping the image/displaying correctly:

lexingtonthemes.com:



Corporate Law

Expert legal advice for companies of all sizes.

Contact us

We assist corporations with mergers, acquisitions, contracts, and compliance.

Our Corporate Law Services

At Carrington & Co., our Corporate Law practice provides comprehensive legal support to businesses of all sizes, from startups to multinational corporations. We help navigate the complex landscape of corporate governance, ensuring your company operates legally, efficiently, and strategically.

Mergers & Acquisitions



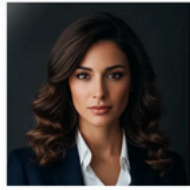
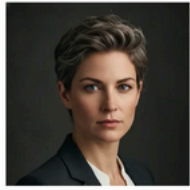


- Due diligence and transaction structuring
- Negotiation and deal closing
- Regulatory compliance and filings
- Post-merger integration support

- Misalignment issues between the image and text card/box for the bottom row of attorneys:

lexingtonthemes.com:

Our Attorneys

Don't just take our word for it. Hear from our satisfied clients who have experienced the Carrington Law difference. Our commitment to excellence and client satisfaction is reflected in the success stories shared by those we've had the privilege to serve.

 <p>David Kim Senior Paralegal david@lexfordlaw.com +1 (202) 555-0321 Washington, DC Office</p> <p>i e X</p>	 <p>John Sullivan Partner john@lexfordlaw.com +1 (200) 000-000 New York Office</p> <p>i e X</p>
 <p>Emily Johnson Family Law Associate emily@lexfordlaw.com +1 (202) 555-0789 Washington, DC Office</p> <p>i e X</p>	 <p>Sarah Chen Senior Partner sarah@lexfordlaw.com +1 (415) 555-0723 San Francisco Office</p> <p>i e X</p>
 <p>Lisa Thompson Criminal Defense Associate lisa@lexfordlaw.com +1 (617) 555-0654 Boston Office</p> <p>i e X</p>	 <p>Michael Rodriguez Litigation Partner michael@lexfordlaw.com +1 (312) 555-0456 Chicago Office</p> <p>i e X</p>

- Professional rankings table text is clipped on the right side:

TRUSTED BY LEADING PUBLICATIONS

Professional Rankings

Our firm is consistently recognized by top legal publications and industry analysts for excellence, leadership, and client results across multiple practice areas and regions

PUBLICATION	RANKING	CATEGORY	LOCATION	YEAR	NOTES
Chambers & Partners	BAND 1	Corporate/M&A	New York	2024	Highest band for trans
Global Law Experts	RECOMMENDED	International Arbitration	Global	2025	Recognized for expert
Who's Who Legal	LEADING FIRM	Corporate Governance	United States	2024	Praised for governanc
Lawdragon 500	TOP 500	Litigation & Corporate	National	2025	Included among the n
The American Lawyer	TOP 20	Pro Bono	East Coast	2024	Recognized for outsta

- Overview > Blog Pages > Tag Category link is broken; results in a 404 page

Scott

On 6/9/26 3:59 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues I noticed with the Carriera theme:

- There is a vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- The 'Sign In' button in the header doesn't work; it leads to '/sign-up' form
- The 'Sign-In' form buttons do not display properly:

lexingtonthemes.com



- There is a weird display issue on each company page in the company description section:

Polar

Polar

Logo helps developers fund their work through issue-based pledges and subscriptions, while handling payments and taxes.

Polar.sh helps open source maintainers monetize their projects through subscriptions, sponsorships, and issue bounties directly integrated with GitHub.

Headquarters Remote
Location Global
Size 20+
Founded 2022
Company type Startup
Work policy Remote-first
Industry Open Source Funding

Culture

We're a team of open source enthusiasts working remotely to build tools that make open source development financially sustainable.

Mission

"To ensure open source software is sustainable long-term by providing tools for maintainers to get paid for their work."

Milestones

- Launch in 2022
- \$4.5M seed funding in 2023
- Integration with GitHub in 2023

Open p

● Polar
Remote
REMOTE .
\$90k-\$1

● Polar
Dublin, I
HYBRID .
\$150k-\$

● Polar
Berlin, C
HYBRID .

Stripe

Stripe

Stripe builds economic infrastructure for the internet, powering online payments and financial services for businesses of all sizes.

Stripe helps millions of companies—from startups to large enterprises—accept payments, grow their revenue, and accelerate new business models. Its suite of APIs powers everything from e-commerce to SaaS platforms worldwide.

Headquarters San Francisco
Location United States
Size 7000+
Founded 2010
Company type Enterprise

Culture

Stripe's culture centers around rigorous thinking, fast iteration, and long-term impact. The team values curiosity, humility, and building for global scale with a deep sense of responsibility.

Mission

"To increase the GDP of the internet by building financial tools that help businesses thrive."

Milestones

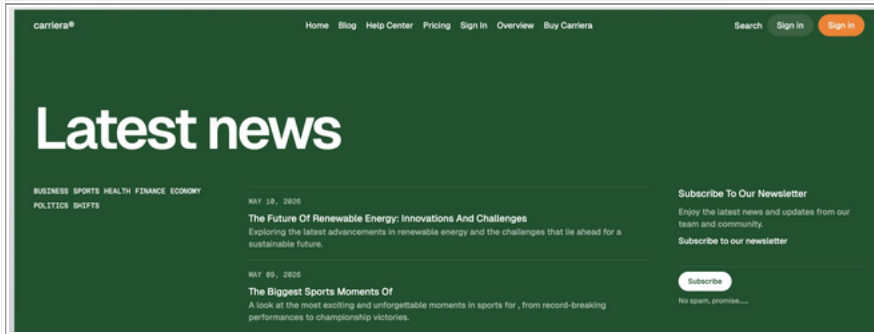
- Founded by the Collison brothers in 2010
- Launched Atlas and Radar in 2016
- Valuation exceeded \$65B in 2021

Open p

● Stri
San Fra
HYBRID
\$60k-\$7

- Buttons do not render on pages (noticed on subscribe, sign in, contact, reset password, submit job, submit company, and submit candidate pages):

lexingtonthemes.com



- Links do not render:



- Buttons do not render:

Buttons

DEFAULT TEXT	ICON	ACCENT TEXT	ICON	MUTED TEXT	ICON
Accent XXS	+	Muted XXS	+		
Accent XS	+	Muted XS	+		
Accent SM	+	Muted SM	+		
Accent Base	+	Muted Base	+		
Accent MD	+	Muted MD	+		
Accent LG	+	Muted LG	+		
Accent XL	+	Muted XL	+		

- I'm getting warnings from Astro as well when I access any of the company pages:

```

15:38:08 [WARN] [router] A `getStaticPaths()` route pattern was matched, but no matching static path was found for requested path
0__.AstroError({
  ...__vite_ssr_import_0__.AstroErrorData.InvalidComponentArgs,
  message: __vite_ssr_import_0__.AstroErrorData.InvalidComponentArgs.message,
})

Possible dynamic routes being matched: src/pages/companies/[...slug].astro.
15:38:08 [404] /companies/(...args) => {
  if (!validateArgs(args)) {
    throw new __vite_ssr_import_0__.AstroError({
      __vite_ssr_import_0__.AstroErrorData.InvalidComponentArgs.message(name)
    });
  };
  return cb(...args);
} 25ms
15:38:08 [WARN] [router] A `getStaticPaths()` route pattern was matched, but no matching static path was found for requested path
0__.AstroError({
  ...__vite_ssr_import_0__.AstroErrorData.InvalidComponentArgs,
  message: __vite_ssr_import_0__.AstroErrorData.InvalidComponentArgs.message,
})

Possible dynamic routes being matched: src/pages/companies/[...slug].astro.
15:38:08 [404] /companies/(...args) => {
  if (!validateArgs(args)) {
    throw new __vite_ssr_import_0__.AstroError({
      __vite_ssr_import_0__.AstroErrorData.InvalidComponentArgs.message(name)
    });
  };
  return cb(...args);
} 5ms
15:38:29 [WARN] [router] A `getStaticPaths()` route pattern was matched, but no matching static path was found for requested path
0__.AstroError({
  ...__vite_ssr_import_0__.AstroErrorData.InvalidComponentArgs,
  message: __vite_ssr_import_0__.AstroErrorData.InvalidComponentArgs.message,
})

Possible dynamic routes being matched: src/pages/companies/[...slug].astro.

```

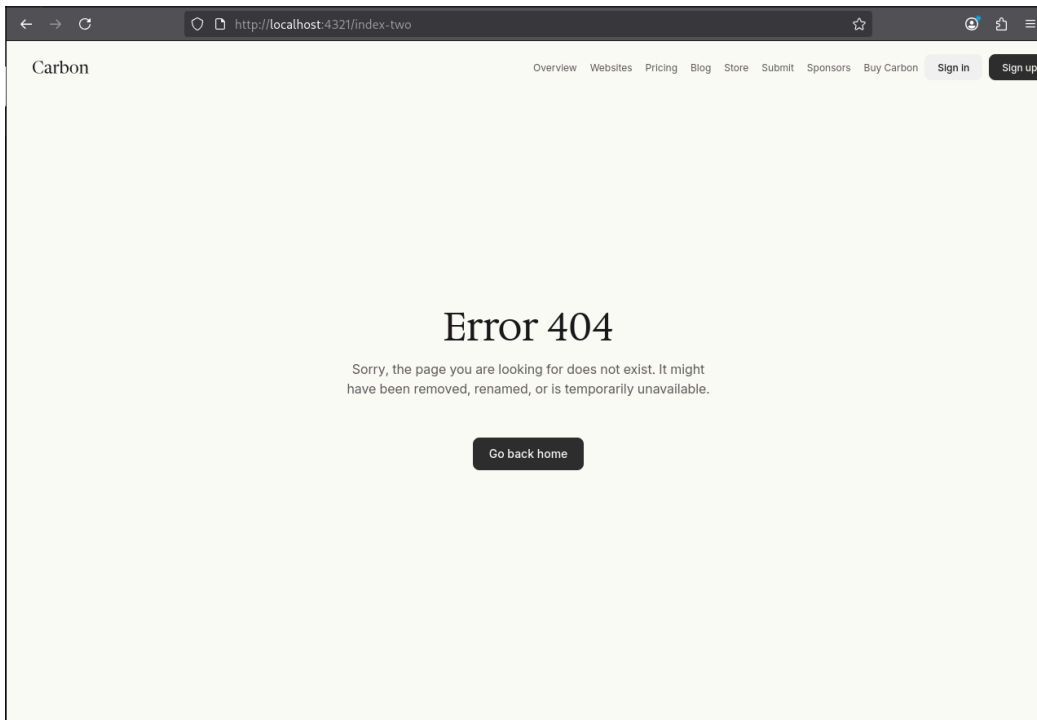
Scott

On 6/9/26 2:24 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues I noticed with the Carbon theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Index page is set to 'index-two'; results in an immediate 404 page (doesn't seem to exist):



```
14:05:48 watching for file changes...
> Vite 8.0.16 detected in your project.
Astro requires Vite 7. Add "overrides": { "vite": "^7" } to your package.json to avoid issues.

14:05:54 [404] /index-two 386ms
```

- Overview > Directory > Home link is broken; leads to 404

Scott

On 6/9/26 1:53 PM, [REDACTED] wrote:

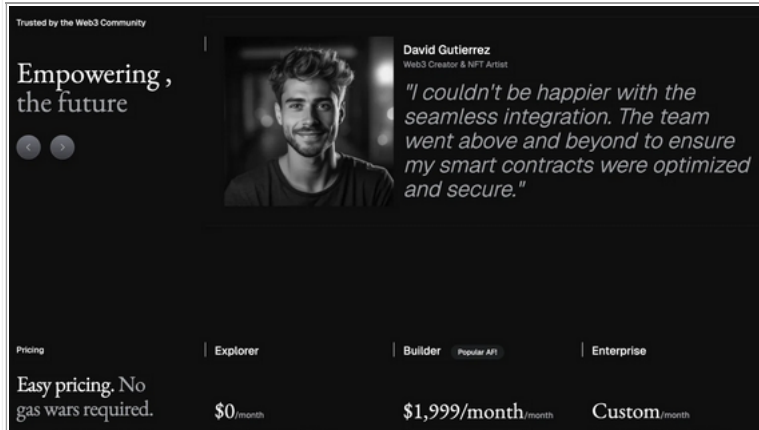
Hi Michael,

Here are some additional issues I noticed with the Buio/Spazio Bianco themes:

Buio:

- Customer testimonial section does not display correctly; buttons do not work:

lexingtonthemes.com:



Spazio Bianco:

- Fees section displays incorrectly:

lexingtonthemes.com:

FINCH

Fees

For fintech platforms handling customer transactions or businesses with substantial balances, we provide tailored pricing. Reach out to us for more information. [Contact sales](#)

ACH Processing	
Same-day ACH transfers	\$1.50 / Transaction
Next-day ACH transfers	\$0.40 / Transaction
ACH return processing	\$4.00 / Transaction
Unauthorized return handling	\$12.00 / Transaction
Late return request processing	\$20.00 / Transaction
Wire Processing	
Wire transfer initiation	\$12.00 / Transaction
Wire drawdown request	\$12.00 / Transaction
International wire transfers	\$15.00 / Transaction
Wire transfer tracking	\$5.00 / Transaction
Wire recall processing	\$25.00 / Request
Check Issuing	
Check printing & mailing (Balance fulfilled)	\$2.50 / Check
Bulk check issuing	\$2.00 / Check
Certified check processing	\$10.00 / Check
Stop payment request	\$20.00 / Check


- Customer testimonials section display incorrectly; buttons do not work:

lexingtonthemes.com:

TESTIMONIALS


Our customers

Read what our customers have to say about our services.




> Adobe [Read case study >](#)

"Adobe's creative and digital experience"



> Attentive [Read case study >](#)

"Attentive's approach to personalized"



> Exabeam [Read case study >](#)

"Exabeam's approach to tailored"

- Pixelation issue noted earlier (see edges of image asset shape):

Powerful financial APIs for tech innovators

Processed

\$275.50



Scott

On 6/9/26 1:34 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Bastion theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Search button doesn't work
- Partners section doesn't display correctly (on multiple pages); buttons do not work

lexingtonthemes.com

A CONSTRUCTION PARTNER TRUSTED
BY HOMEOWNERS, DEVELOPERS,
AND COMMERCIAL CLIENTS ALIKE

Real projects, real partners, and results delivered
through disciplined planning and execution.



Robert Martinez
Operations Director



Sarah Johnson
Homeowner



Michael Chen
CEO



Em
Hot

- Projects section displays incorrectly:

lexingtonthemes.com:

[About](#)
[Services](#)
[Projects](#)
[Team](#)
[Careers](#)
[Blog](#)
[Contact](#)
[Overview](#)

[Buy Bastion](#)

OUR WORK

A selection of projects delivered across residential and commercial sectors

Explore completed projects showcasing our approach to planning, execution, and build quality — across a range of scales and requirements.


COMMERCIAL CONSTRUCTION

Westfield Commercial Complex

A multi-phase commercial development delivering modern office and retail spaces with a focus on durability, efficiency, and long-term value.

View project ↗

LOS ANGELES, CA - 2026



← →

View project

- The images on the blog page do not display correctly, they appear extra zoomed in; this issue also appears on the tag index pages:

lexingtonthemes.com


[About](#)
[Services](#)
[Projects](#)
[Team](#)
[Careers](#)
[Blog](#)
[Contact](#)
[Overview](#)

[Buy Bastion](#)

JOURNAL

Lessons learned across planning, execution, and delivery

Articles covering construction methods, project management, safety, and practical decision-making in the field.



Renewable energy integration
Incorporating solar and wind power into building designs.

[Read further](#)

Modular construction benefits
How prefabricated building methods accelerate project timelines.

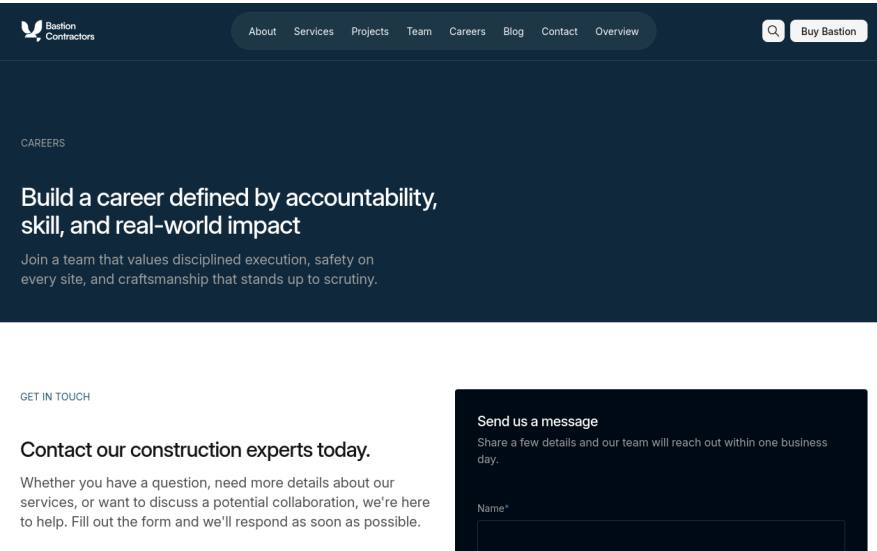
[Read further](#)

Worker safety innovations
New technologies improving safety on construction sites.

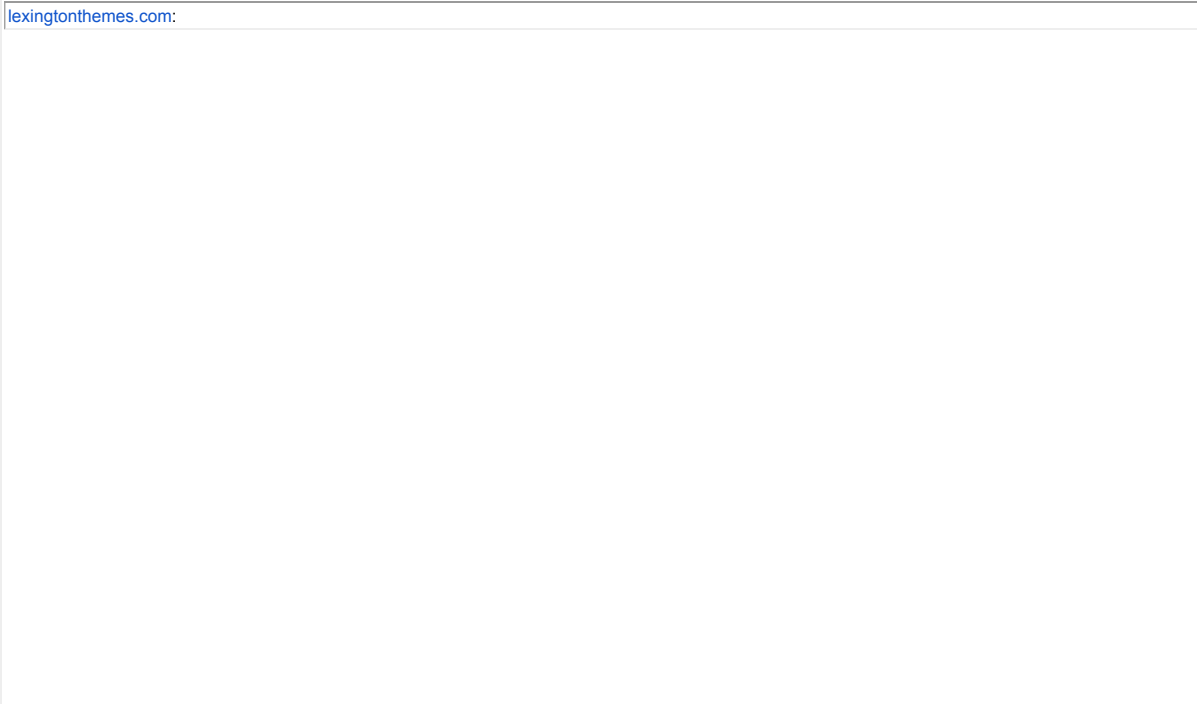
[Read further](#)

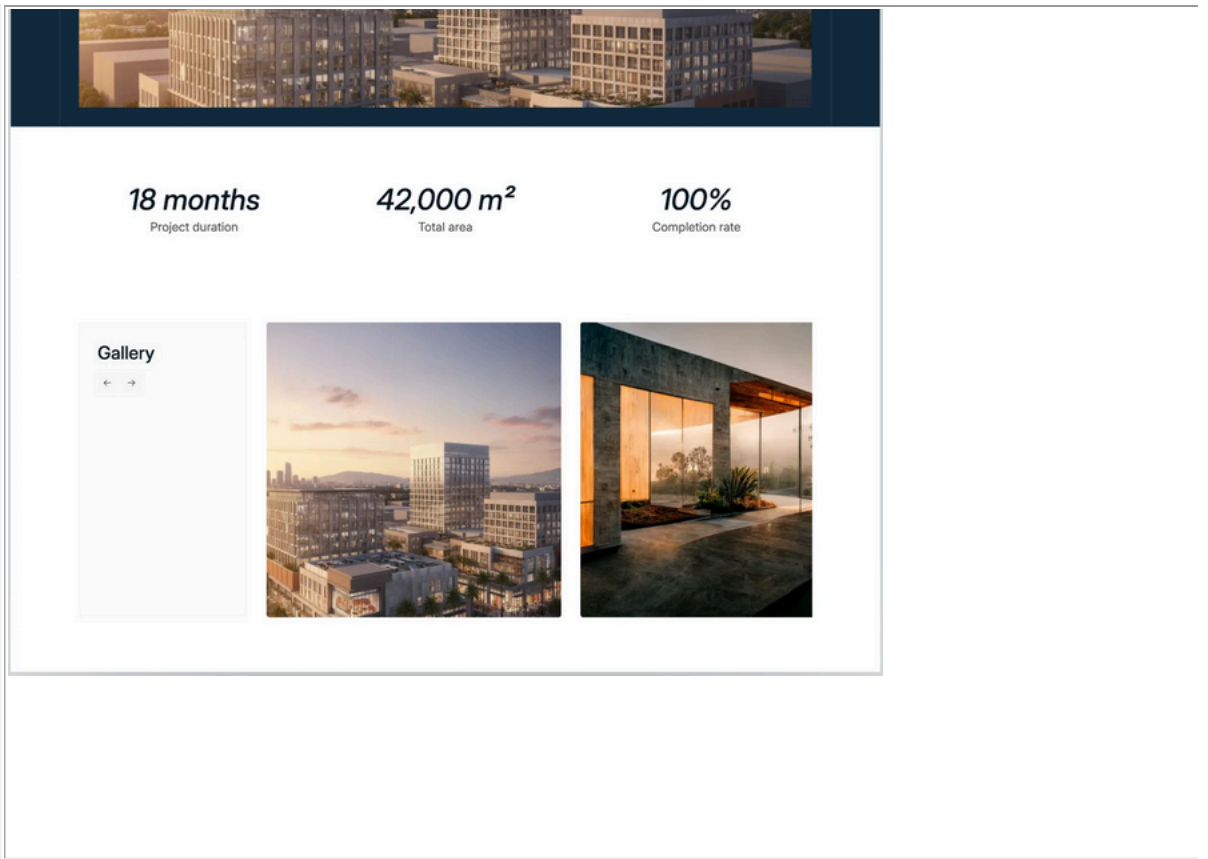


- The contact page has the wrong heading; it has 'Careers' instead of 'Contact':



- Overview > Blog Pages > Tag Category link is broken; leads to 404 page
- The gallery section is broken on the project details page; buttons do not work:





- The navigation links in the footer are broken for the Company section (Why Us, Partners, Mission)

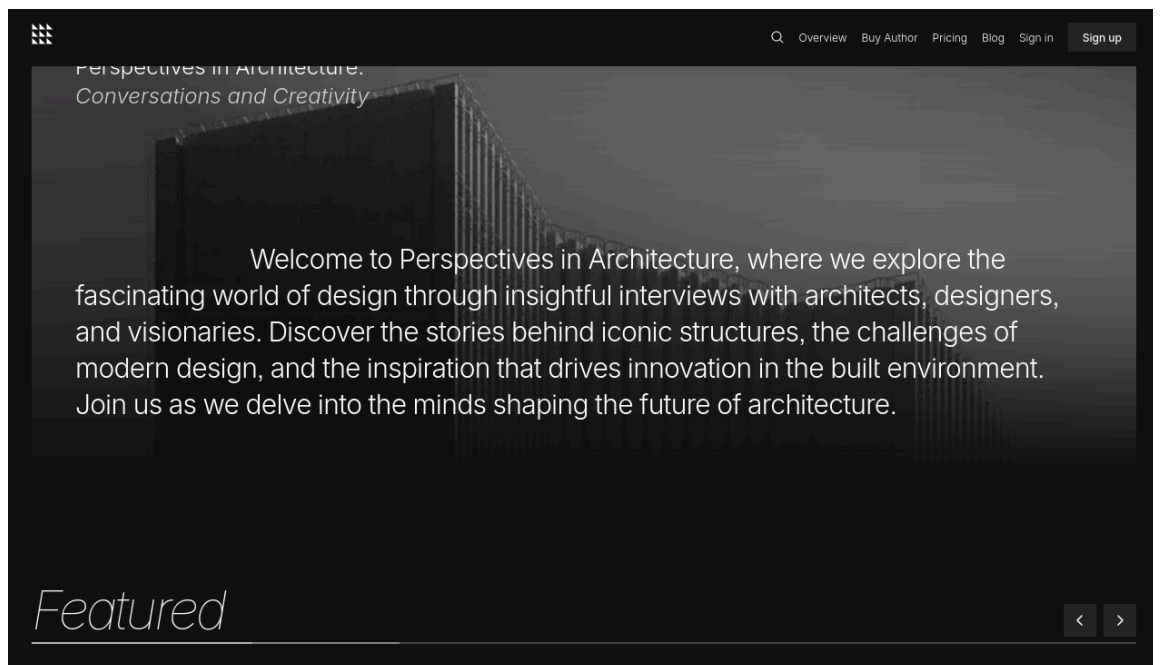
Scott

On 6/9/26 12:44 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Author theme:

- There is a vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Rendering issues on multiple pages. The top section is cut off on the homepage, about, contact, and author bio pages (that I noticed):



[Home](#)
[Overview](#)
[Buy Author](#)
[Pricing](#)
[Blog](#)
[Sign in](#)
[Sign up](#)


Emma Carter — Travel & Adventure Writer

Emma Carter is a seasoned travel writer who specializes in exploring off-the-beaten-path destinations. Her writing captures the essence of remote places, providing readers with a sense of adventure and excitement.

With a passion for uncovering hidden gems, Emma shares her experiences through detailed guides, travel tips, and personal stories. She encourages her audience to explore beyond the typical tourist spots and find beauty in the unexpected.

Her articles inspire wanderlust and offer practical advice for fellow travelers seeking their next great adventure.

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[Email](#)
[Website](#)



[Home](#)
[Overview](#)
[Buy Author](#)
[Pricing](#)
[Blog](#)
[Sign in](#)
[Sign up](#)

welcome to Perspectives in Architecture, a platform dedicated to exploring the art, science, and stories behind the spaces we inhabit. Our mission is to celebrate the creativity, innovation, and craftsmanship that shape the built environment, from ancient wonders to cutting-edge designs.

Here, we bring together architects, designers, and enthusiasts to share insights, inspire ideas, and spark meaningful conversations about architecture's impact on our lives and communities. Whether you're passionate about preserving heritage, embracing sustainability, or exploring new design trends, you'll find a home here.

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Have questions, feedback, or ideas to share? We'd love to hear from you!

Whether you're reaching out to collaborate, suggest topics, or simply say hello, our team is here to connect. Fill out the form below, and we'll get back to you as soon as possible. Let's keep the conversation about architecture and design alive!

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These pages are scrolled all the way to the top and text/images are still cut off behind the header.


- Featured section does not display correctly; buttons do not work:

lexingtonthemes.com	Actual:

☰

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Perspectives in Architecture:
Conversations and Creativity




Welcome to Perspectives in Architecture, where we explore the fascinating world of design through insightful interviews with architects, designers, and visionaries. Discover the stories behind iconic structures, the challenges of modern design, and the inspiration that drives innovation in the built environment. Join us as we delve into the minds shaping the future of architecture.

Featured < >

JANUARY 04, 2026


THE MAJESTY OF BAROQUE ARCHITECTURE



Delving into the dramatic elegance and opulent design of Baroque architectural wonders.

JANUARY 05, 2026


THE ART OF RENAISSANCE ARCHITECTURE



A journey through the harmonious proportions and intricate details of Renaissance architectural masterpieces.

JANUARY 06, 2026

THE GRANDEUR OF CLASSICAL ARCHITECTURE




Exploring the iconic beauty and enduring influence of classical design throughout history.

JANUARY 03, 2026

REVIVING THE CH...

OF GOTHIC CATH...



Explore the intricate details of inspiring designs of Gothic architecture that define architectural m...

- Footer links seem to be rendered incorrectly:

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Navigation	● Blog index	/blog
	● Authors	/auth
	● Sign in	/
	● Sign up	/sign
	● Membership	/pric
Blog	● The Elegance of Historic Architecture	/blog
	● The Art of Renaissance Architecture	/blog
Credits	● Website by	Joha
	● Art Direction	Yuki
	● Project Management	Giulia
	● UI/UX Design	Carlo
	● 3D Design & Animation	Hiro
Awards	● Awwards	Site f
	● TCSSDA	Site c

- Overview > Tag Category > Tag Category link is broken; leads to 404 page

Scott

On 6/8/26 8:35 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Astromax SP theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- General rendering issues. Here is the homepage (as an example):

lexingtonthemes.com:

MAXIMIZE YOUR ONLINE PRESENCE WITH A UNIQUE AND ENGAGING ONE-PAGE WEBSITE THAT DELIVERS OUTSTANDING RESULTS.

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John seamlessly merges design and coding, creating polished designs that strike a perfect balance between trends and originality. His approach of crafting designs directly in code yields exceptional results, surpassing expectations.

Emily Reynolds
CEO of Swift Designworks

Mark has an exceptional eye for design, and collaborating with him has been an absolute delight. I am looking forward to partnering with him on upcoming projects. I wholeheartedly endorse him to anyone in search of exceptional, top-notch work.

Lindsay Chen
Founder of CodeCraft Studios

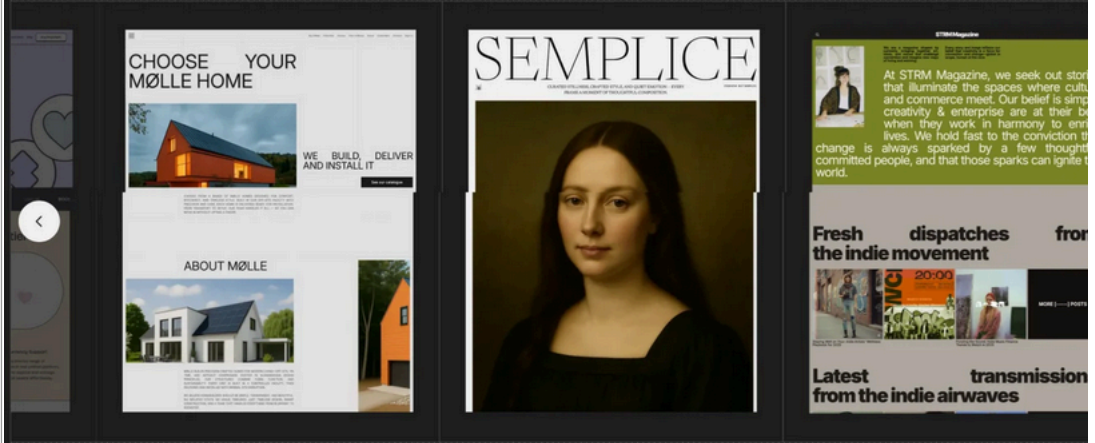
Ethan has been an invaluable asset in the realm of design, and I struggled to keep pace with his work speed during our collaboration. His designs are sleek, and he consistently delivers substantial value; he continuously refines his designs and introduces enhancements.

Gabriel Martinez
Innovator at PixelPerfect Creations

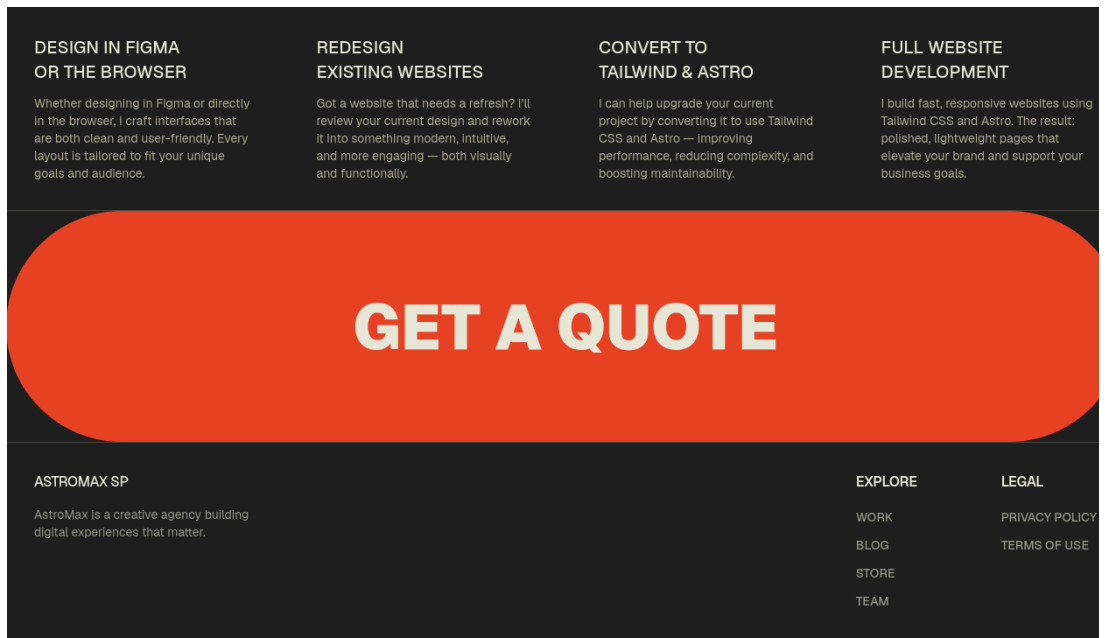
Andrew stands out as a designer and developer who comprehends business requirements and utilized his prior experience to create multiple landing pages for SparkLynx.

Jessica Carter
Co-Founder of SparkLynx

DESIGNED AND DEVELOPED WEBSITES AT ASTROMAX



This is in direct contradiction to your claim that the "templates function as shown." The theme navigation buttons also do not work for me. Here is another example of what the "get quote" button looks like:



The "GET A QUOTE" button displays at full width/height of the container.

- Search button does not work

For reference, I am using Firefox 140.11.0. Firefox is a major browser and should be supported by these themes. I did not find any claim on you Scott

On 6/8/26 8:05 PM, [REDACTED] wrote:

Hi Michael,

You did not address my rebuttals or my counterpoints, so I'll assume that you concede the template issues will remain in a broken state

I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly.

They do not resolve for me. I get 404 errors for each.

As with the earlier templates, the items you've raised are either inaccurate or the template working as designed, with the few genui

If you'd like to me clarify any of the points, please let me know and I can provide screenshots and/or screen recordings to further support issues are broken and you do not plan to fix them (contrary to your claims for refunds on lexingtonthemes.com):

The product is inaccurately described or fails to function as expected.

If a product doesn't work as intended, I am committed to fixing the issue promptly with an update. A product is considered "not as

As a reminder, these are your terms as part of my purchase. By failing to offer a refund and by failing to address the issues, you are faili

My position is unchanged: NO REFUND

I understand, which is why I am documenting all of the issues to support my credit card chargeback claim. You initially asserted that you sake of transparency, I am documenting all of the issues I find in the templates in this e-mail thread so that there is a record of all of the

Scott

On 6/8/26 4:08 PM, Michael Andreuzza wrote:

Scott, I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly. As with the

My position is unchanged: **NO REFUND**
There's nothing further for me to add here.

Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 22:42, [REDACTED] wrote:

Hi Michael,

Here is the Vite warning I'm getting in each of your templates:

```

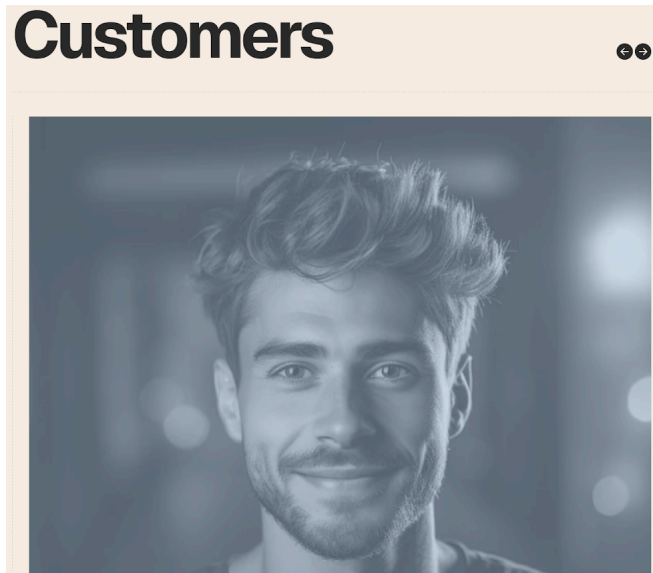
▶ Vite 8.0.16 detected in your project.
  Astro requires Vite 7. Add "overrides": { "vite": "^7" } to your package.json to avoid
  
```

For the search button, I'm not sure what the purpose is then if it's intended not to work. Shouldn't it link to the search page or s

When you click the menu button and then the close button, the website scrolls halfway down the page to "Redefining this does not happen.

I can possibly find a way to screen record this happening if you like.

This is what my Customers section looks like:

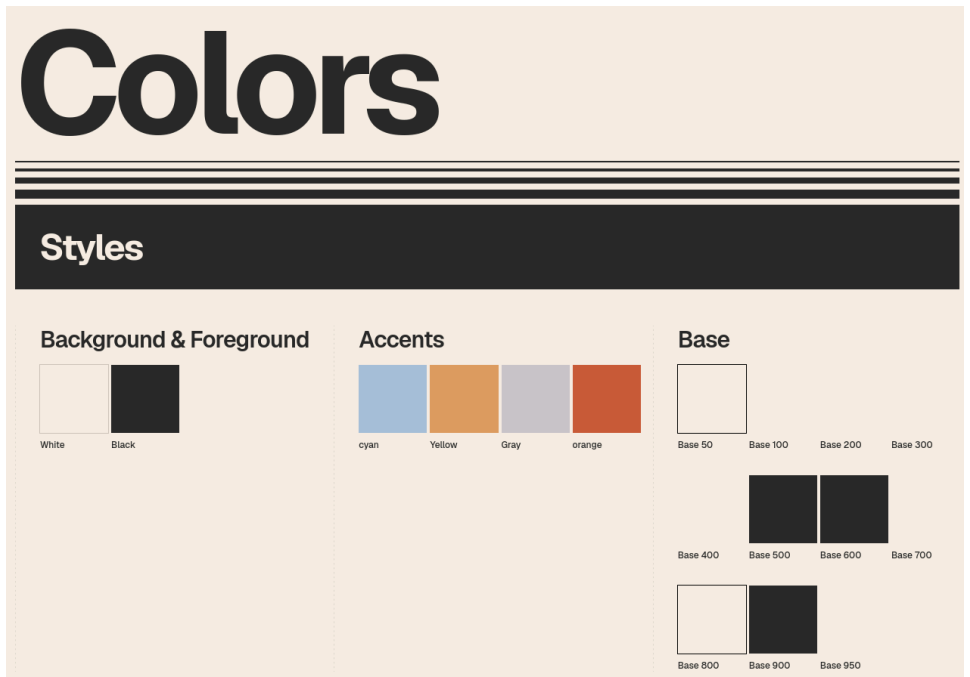


Every image is displayed in full width of the screen and the buttons do not do anything. They are unresponsive.

The image logos aren't showing on the Integrations page
The cards are intentionally designed without logos.

Then they appear to have spacing issues. There is a massive gap where an image (brand logo) would normally be.

This is what I get for the Colors section:



The colors I mentioned are missing or do not appear.

Clicking Overview > Terms of use (sp) leads to a 404 page

This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site function

But I should be able to access the template pages and there's currently no way to do this because the link is broken.

Did you test these templates in all major web browsers? There's nothing on your website to suggest these templates are only c

I understand that you are not willing to offer a refund despite the issues with the product. However, I need to document all of th

To further show support that these templates are broken, here are the issues I found with the Alfred template:

- Same Vite warning that the installed version is incompatible with the Astro version used
- Team > Details page results in a 404
- Overview > RSS page results in a 404
- Blog > Tag Details page results in a 404

Scott

On 6/8/26 3:18 PM, Michael Andreuzza wrote:

Scott,

I went through every point on your list. Most of them are simply not true, and I've attached screenshots so you can see if
The rest are normal template behavior or placeholder content, not defects.

- **Vite warning:** there is none. (screenshot)

```

ncu -v
+ aelen git:(main) ncu -u
Upgrading /Users/michelandreuzza/Desktop/aelen/package.json
[=====] 9/9 100%

@astrojs/sitemap  ^3.7.2  →  ^3.7.3
@tailwindcss/typography  ^0.5.19  →  ^0.5.20
astro  ^0.3.5  →  ^0.4.4

Run npm install to install new versions.
npm i
+ aelen git:(main) / npm i

added 382 packages, and audited 383 packages in 13s

380 packages are looking for funding
  run `npm fund` for details

1 moderate severity vulnerability

To address all issues, run:
  npm audit fix

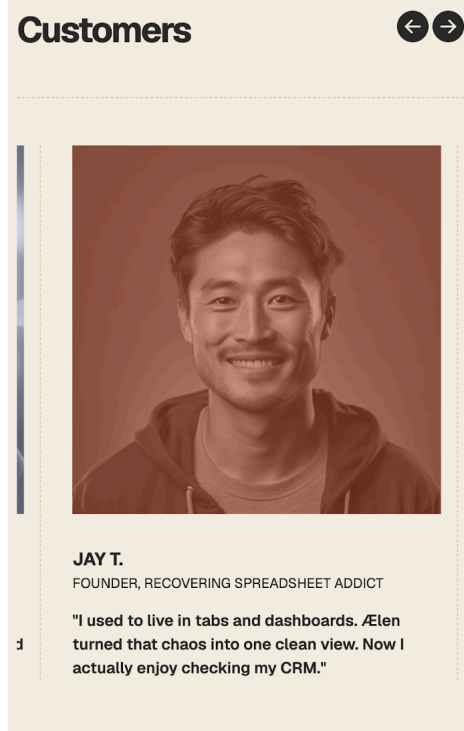
Run `npm audit` for details.
+ aelen git:(main) / npm run dev

> @lexington/aelen@0.1.0 dev
> astro dev

[vite] connected.
21:45:56 [types] Generated @ms
[vite] connected.
21:45:57 [content] Syncing content
21:45:57 [content] Astro config changed
21:45:57 [content] Content config changed
21:45:57 [content] Astro version changed
21:45:57 [content] Clearing content store
21:45:57 [content] Synced content
astro v6.4.4 ready in 1743 ms
Local  http://localhost:4321/
Network use --host to expose
21:45:57 watching for file changes...

```

- **The search button doesn't work:** Works as intended.
- **When you click the menu button and then the close button, the website scrolls halfway down the page** this does not happen.
- **The copyright claims are inconsistent;** in some parts of the template it says 2023 and in others it says This is placeholder copy text, you are supposed to add your own text
- **The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive** The customers section its a testimonials section, it works completely fine. and buttons are responsive



- **The image logos aren't showing on the Integrations page** The cards are intentionally designed without logos.
- **The base colors in /system/colors aren't rendering properly** Base 100-400, 700, and 950 do not seem to show completely fine
- **The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)** Blog "/blog-two/" link in the menu — that was a wrong path. It's corrected and pushed.
- **Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)** The numbers are index numbers, the blog landing page is showing from new to old, again nothing broke
- **Clicking Overview > RSS leads to a 404 page** Typo on file, already deployed and available
- **Clicking Overview > Terms of use (sp) leads to a 404 page** This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not

- **Clicking Overview > Privacy Policy leads to a 404 page**

Same as above.

To summarize; of the twelve points you listed, exactly one was an actual issue, a single mistyped link path, and it has been not, by any reasonable standard, "non-functional" or "broken."

I've now addressed each of your claims in detail across several emails and demonstrated, with evidence, that the product correspondence, the screenshots, the purchase and GitHub access records, and the refund policy you agreed to at the

This is my final reply on the matter.

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 21:29, [REDACTED] wrote:

Hi Michael,

To add further support to show that the product is broken, here are a number of issues identified with the AElen template

- There is a vite warning that the installed version is incompatible with the Astro version used
- The search button doesn't work
- When you click the menu button and then the close button, the website scrolls halfway down the page to "Red"
- The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2026
- The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive
- The image logos aren't showing on the Integrations page
- The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to show
- The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)
- Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)
- Clicking Overview > RSS leads to a 404 page
- Clicking Overview > Terms of use (sp) leads to a 404 page
- Clicking Overview > Privacy Policy leads to a 404 page

As you can see, there are issues in each of the templates reviewed so far, and the problem is much worse than you

Scott

On 6/8/26 12:19 PM, [REDACTED] wrote:

Hi Michael,

I'm reviewing your website and I don't see a disclaimer that the products may not work as intended. I will be adding

You may want to add this to your site if your intention is that customers find and fix issues with the templates in

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:17 [REDACTED] <[REDACTED]> wrote:

The fact that you had to correct issues (which you conceded are issues that required fixing) with the ten products you

When you provide the details to my credit card issuer, please include that fact that the product had issues

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:10 Michael Andreuzza <[REDACTED]> wrote:

To correct you: I have not said the product is broken, and fixing a few placeholder typos is not an issue with the

The templates function as shown in the public live demos, which is the standard for "as described" products

As mentioned before, you're free to pursue a chargeback. If you do, I'll provide my response and

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:42, [REDACTED] wrote:

Hi Michael,

Calling the issue "resolved" doesn't make it so. I requested a refund and still have not received it

Within this e-mail chain you have admitted that the product has issues (and therefore the product is broken)

You as the creator and owner of the product should have done this beforehand. This is especially true if

The product is not as described. You did not describe the broken state or issues with the template I purchased

If I do not receive a refund for the broken product, I will be pursuing the matter further with my credit card

Scott

----- Original Message -----

On Monday, 06/08/26 at 10:24 Michael Andreuzza <[REDACTED]> wrote:

Two quick points, and then I'll consider this closed, as I've already covered the rest.

These templates are hand-coded by me. I'm a professional designer and developer, the

Calling the product "broken" or "non-functional" doesn't make it so. The only issues you live demos and is used by 9,000+ customers, so I won't accept that false characterization.

I maintain my themes regularly, so I know they work, and they work very well.

If you find something specific, you can reach me by email or in the Discord channel, the

Otherwise this is resolved, and you're free to file a chargeback if you choose.

Michael

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:02, <[REDACTED]> wrote:

Are you able to respond without using AI? The fact that you are using AI to respond s

Please keep in mind that these issues were identified within spending a few minutes and you cannot expect customers to be your quality review. The product should work

Scott

----- Original Message -----

On Monday, 06/08/26 at 09:52 Michael Andreuzza <michaelandreuzzavega@gmail.com>

Hi Scott,

Thank you for the follow-up. I want to address your points directly and fairly.

The product is not broken or non-functional. The templates build, run, and ma demonstrate, I have already corrected every typo/path you listed and pushed

- "Sing up" > "Sign up"
- /forms/contact > /contact
- /legsl/terms > /legal/terms
- Customers page heading corrected from "Integrations" to "Customer"

These corrections are recorded in the public commit history of each repository

- **Buio**: Lexington-Themes/buio, commit e7ab157
- **Spazio Bianco**: Lexington-Themes/spaziobianco, commit 4e450be

The fact that every issue you listed was fixed within minutes is itself the cleare day, those two claims contradict each other.

For context, these templates are in active use by over 9,000 customers who a **state**" is not consistent with that, nor with the live demos that have been publi and they do not affect functionality.

On being able to evaluate the product beforehand: The full, interactive live product was accurately described and is materially identical to those previews

That policy also states clearly that refunds are not provided once an item has products are fully in your possession.

Regarding the chargeback: that is your right to pursue. If you do, I will respo your account, the refund policy you accepted at checkout, and the commit hist

I'd also want you to be clear on the likely outcome: because the templates access is also revoked the moment a purchase is reversed. So the realistic re

The issues you raised are fixed, the product works as shown, and I'm happy to

Best,

Michael Andreuzza

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 16:33, <[REDACTED]> wrote:

Thank you for your response. I don't find your resolution acceptable becaus wouldn't have purchased the product. I also couldn't have known your prod

Since the product is disfunctional, has too many issues to name/fix, and you

Scott

----- Original Message -----

On Monday, 06/08/26 at 08:09 Michael Andreuzza <michaelandreuzzavega

Hi Scott,

Thank you for taking the time to go through the templates and for lay

First, the important part: every item you mentioned is placeholder co two-second edit, and all of it is meant to be replaced with your own c from building, running, or being used as intended.

On the specific points:

- **Copy/typos** (Sign up, legal, customers heading, foundations): plac
- **Link paths** (/contact/, /legal/terms/): demo routing that you wire to !
- **"LimeStripe" image**: I've checked this directly against the live der

Under the refund policy, "not as described" means the product is mal states I fix them promptly via an update rather than treating them as

I also have to be straightforward about eligibility. The policy clearly st that reason this request does not qualify for a refund.

Regarding a chargeback: I'd genuinely prefer not to go there. Beca purchase. That process typically results in the dispute being decline

Rather than treat these as grounds for a refund, I've already gone af repositories, so the updates are live and available to you right now. (

That's exactly what the support and update commitment is for: small

Best, Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 01:34, <[REDACTED]> > wr

Hi Michael,

I'm requesting a full refund for my recent purchase of your Lexingt

The templates are non-functional/broken (links, directory struc etc). The item is therefore "not as described" or does not work

Here are a few examples from spending ~15 minutes going th

Buio:

- 'Sing up' button text instead of 'Sign up'
- Contact: correct URL is '/contact/' not '/forms/contact/'

Spazio Bianco:

- Legal: '/legsl/terms/' instead of '/legal/terms'
- 'LimeStripe' image asset is pixelated on all pages
- '/customers/1' has 'Integrations' as the heading instead
- 'src/components/fundations' instead of '/src/component

When purchasing a product, it's reasonable to expect that it functi understand according to your refund page (<https://lexingtonthemes.com>)

Please provide a full refund within two weeks. If I do not receive a

Thank you for your attention to this matter.

[REDACTED]

To: Michael Andreuzza <[REDACTED]>

Hi Michael,

Here are the issues I noticed with the Molle theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Search button doesn't work
- Images do not display correctly throughout the site; the images appear extra zoomed in:

lexingtonthemes.com:

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CHOOSE FROM A RANGE OF MØLLE HOMES DESIGNED FOR COMFORT, EFFICIENCY, AND TIMELESS STYLE. BUILT IN OUR OFF-SITE FACILITY WITH PRECISION AND CARE, EACH HOME IS DELIVERED READY FOR INSTALLATION. FROM TRANSPORT TO SETUP, OUR TEAM HANDLES IT ALL — SO YOU CAN MOVE IN WITHOUT LIFTING A FINGER.

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Square Footage	280 sq ft
Sleeping Capacity	2
Loft	Yes
Dimensions	20' x 14'
Framing	Douglas fir with blackened steel reinforcements
Roof	Standing seam metal roof
Windows	Insulated awning and clerestory
Interior	Birch plywood with matte finish

INCLUDED

OUR CABINS

A curated collection of modern prefab homes — crafted for design lovers, dreamers, and off-grid adventurers alike.



HALO X
Off-Grid Retreat







LUMA VISTA
Luxury Living



NOOK 360
Middle Living


COMPARE MODELS

SPECIFICATIONS				
	HALO X	RIDGEHAUS	VERDANT	NOOK 360
PRICE	\$129,000	\$158,000	\$78,000	\$112,500
SQUARE FOOTAGE	520 sq ft	610 sq ft	280 sq ft	360 sq ft
BEDROOMS	1	2	—	1
DELIVERY	4-6 weeks from order confirmation	6-8 weeks from order confirmation	3-5 weeks after final spec approval	3-5 weeks depending on configuration

- Overview > About link is broken; results in a 404
- Store categories is narrowly centered on the screen:



- Blog tags are narrowly positioned off center on the screen:


Buy Mølle Overview Homes How It Works

ALL TAGS

Behind The Scenes
Step Inside our production process—from blueprint to final delivery—and see how every Mølle home is built with care, speed, and precision.

Build
Take a peek behind the scenes and discover how every Mølle home comes together — with precision, care, and zero shortcuts.

Cabins
Prefab living is reshaping how we think about home. Here's what you should know before choosing a Mølle cabin.

Design
Our cabins are more than homes—they're a philosophy. Discover how Mølle blends design and sustainability into every square meter.

Lifestyle
Prefab living is reshaping how we think about home. Here's what you should know before choosing a Mølle cabin.

Off Grid
Mølle homes aren't just modern — they're prepared. Built for remote living with comfort, efficiency, and sustainability in

- Overview > Blog > Tag category link is broken; results in a 404

Scott

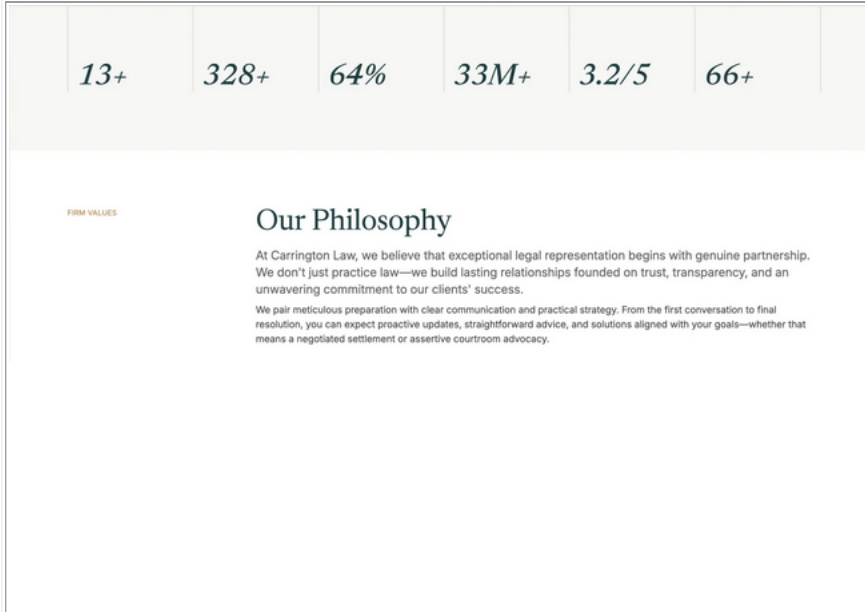
On 6/9/26 5:31 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues I noticed with the Carrington theme:

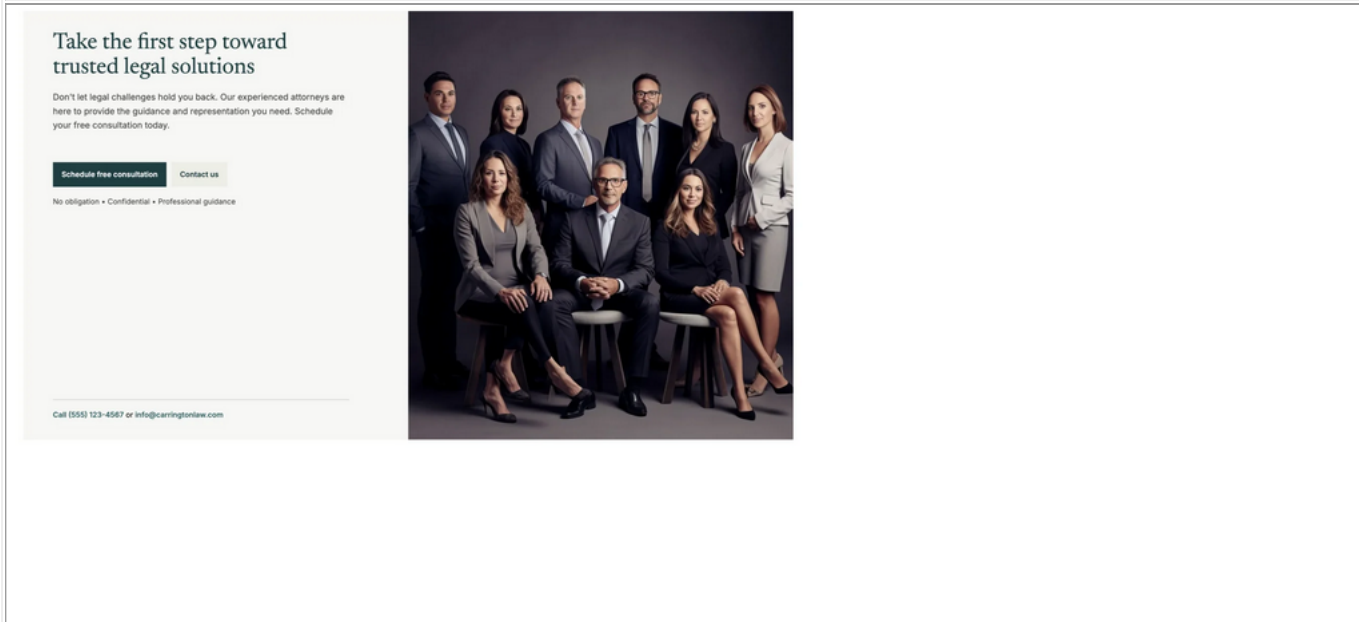
- There is a vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Search button doesn't work
- Misaligned elements on the homepage:

lexingtonthemes.com



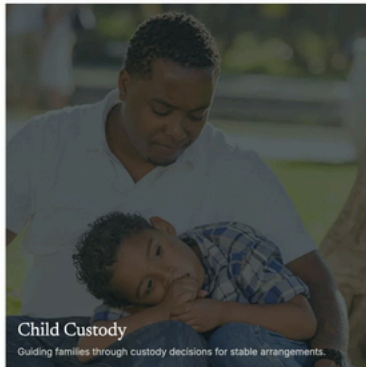
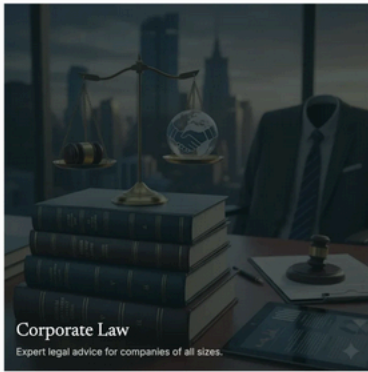
- The Case studies, Practice areas, Call-to-action, Blog, and Cases do not display correctly; the images appear extra zoomed in:

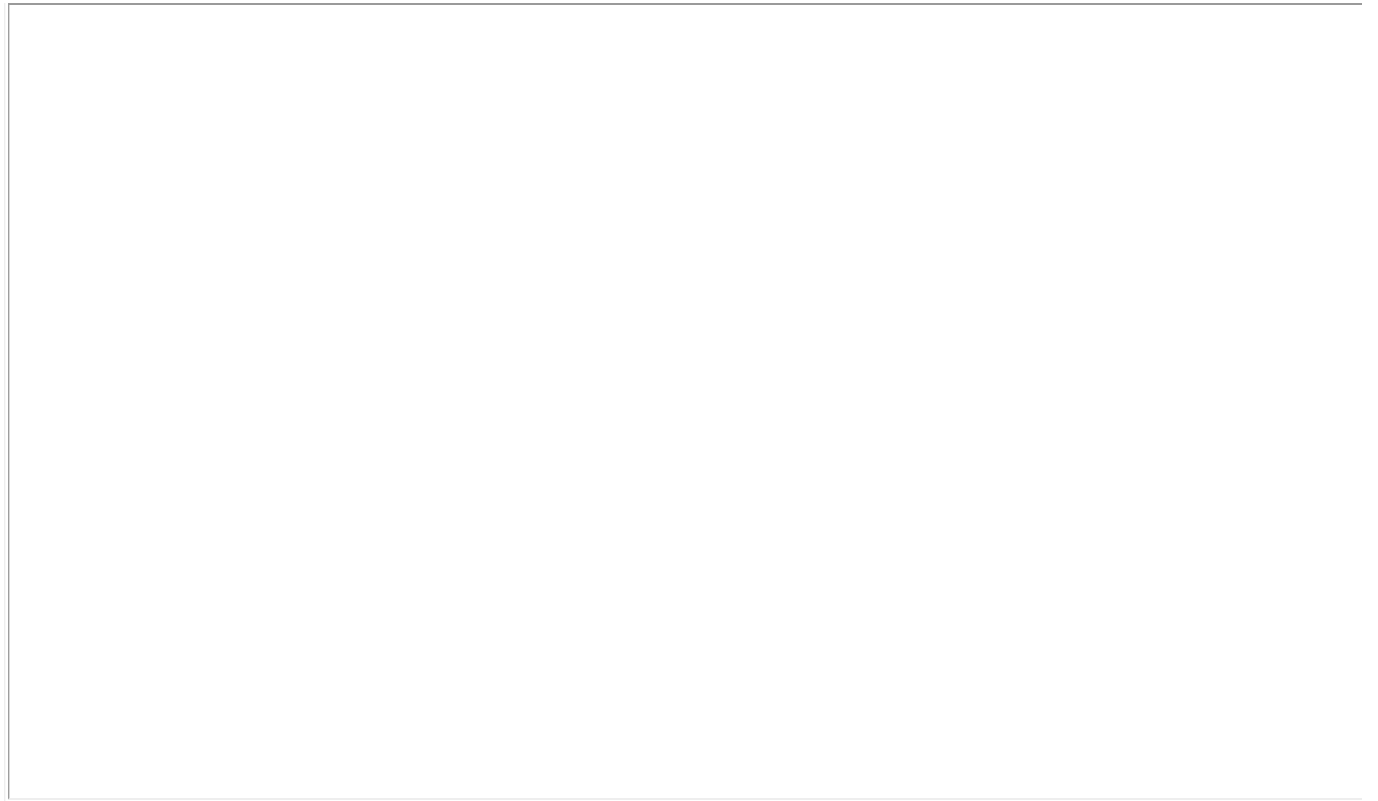
lexingtonthemes.com



Practice Areas

Explore our comprehensive range of legal services designed to meet the diverse needs of our clients. From corporate law and litigation to family matters and intellectual property, our experienced attorneys deliver strategic solutions and dedicated advocacy across every practice area.





- The Client Testimonials section does not display correctly:

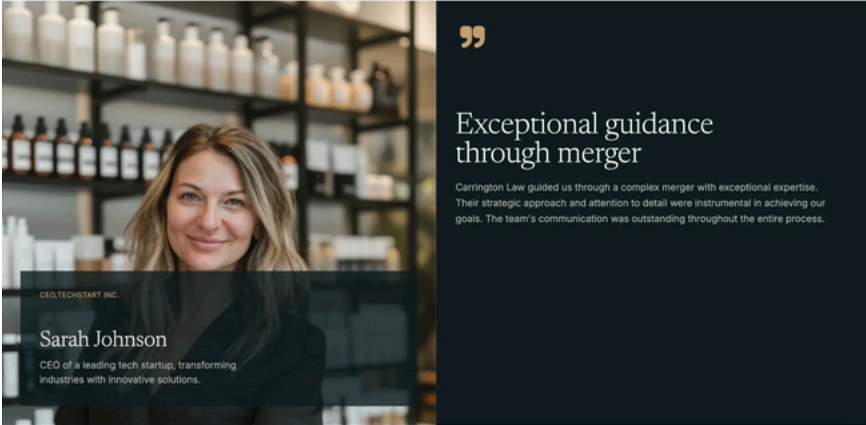
lexingtonthemes.com:



Client Testimonials

Don't just take our word for it. Hear from our satisfied clients who have experienced the Carrington Law difference. Our commitment to excellence and client satisfaction is reflected in the success stories shared by those we've had the privilege to serve.

SATISFIED CLIENTS	SUCCESS RATE	YEARS EXPERIENCE	CASES WON
500+	98%	25+	50+



”

Exceptional guidance through merger

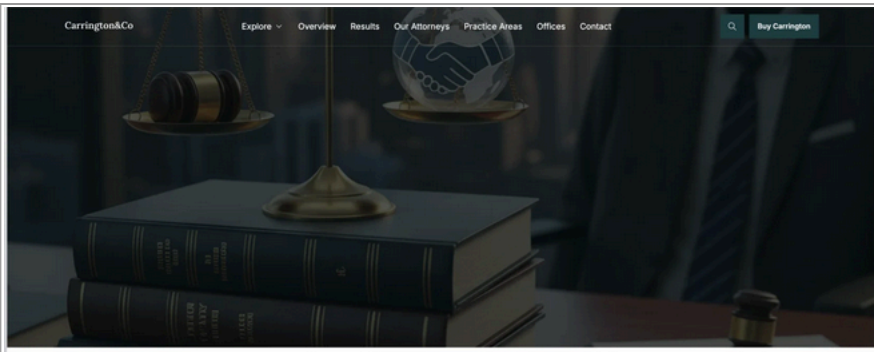
Carrington Law guided us through a complex merger with exceptional expertise. Their strategic approach and attention to detail were instrumental in achieving our goals. The team's communication was outstanding throughout the entire process.

CEO, TECHSTART INC.

Sarah Johnson
CEO of a leading tech startup, transforming industries with innovative solutions.

- The Practice areas detail page is not cropping the image/displaying correctly:

lexingtonthemes.com:



Corporate Law

Expert legal advice for companies of all sizes.

Contact us

We assist corporations with mergers, acquisitions, contracts, and compliance.

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At Carrington & Co., our Corporate Law practice provides comprehensive legal support to businesses of all sizes, from startups to multinational corporations. We help navigate the complex landscape of corporate governance, ensuring your company operates legally, efficiently, and strategically.

Mergers & Acquisitions

- Due diligence and transaction structuring
- Negotiation and deal closing
- Regulatory compliance and filings
- Post-merger integration support

- Misalignment issues between the image and text card/box for the bottom row of attorneys:

lexingtonthemes.com:



- Professional rankings table text is clipped on the right side:



- Overview > Blog Pages > Tag Category link is broken; results in a 404 page

Scott

On 6/9/26 3:59 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues I noticed with the Cariera theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- The 'Sign In' button in the header doesn't work; it leads to '/sign-up' form
- The 'Sign-In' form buttons do not display properly:

lexingtonthemes.com



-
- There is a weird display issue on each company page in the company description section:





- Buttons do not render on pages (noticed on subscribe, sign in, contact, reset password, submit job, submit company, and submit candidate pages):

lexingtonthemes.com



- Links do not render:



- Buttons do not render:



- I'm getting warnings from Astro as well when I access any of the company pages:



Scott

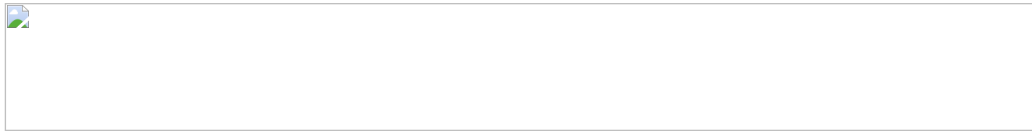
On 6/9/26 2:24 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues I noticed with the Carbon theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Index page is set to '/index-two'; results in an immediate 404 page (doesn't seem to exist):





- Overview > Directory > Home link is broken; leads to 404

Scott

On 6/9/26 1:53 PM, [REDACTED] wrote:

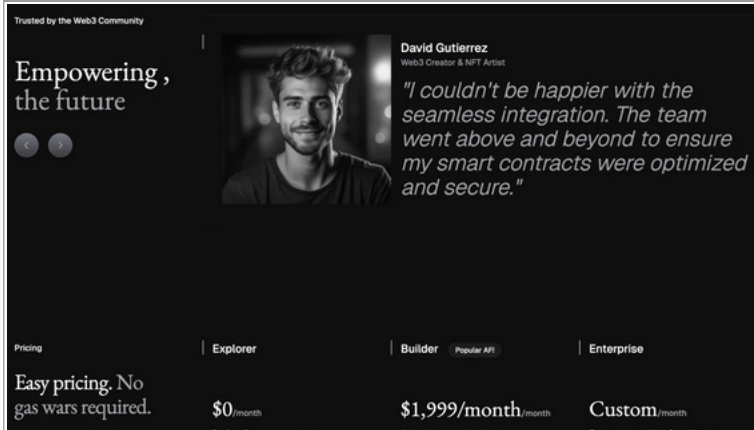
Hi Michael,

Here are some additional issues I noticed with the Buio/Spazio Bianco themes:

Buio:

- Customer testimonial section does not display correctly; buttons do not work:

lexingtonthemes.com:



Spazio Bianco:

- Fees section displays incorrectly:

lexingtonthemes.com:

PRICING

Fees

For fintech platforms handling customer transactions or businesses with substantial balances, we provide tailored pricing. Reach out to us for more information. [Contact sales](#)

ACH Processing	
Same-day ACH transfers	\$1.50 / Transaction
Next-day ACH transfers	\$0.40 / Transaction
ACH return processing	\$4.00 / Transaction
Unauthorized return handling	\$12.00 / Transaction
Late return request processing	\$20.00 / Transaction
Wire Processing	
Wire transfer initiation	\$12.00 / Transaction
Wire drawdown request	\$12.00 / Transaction
International wire transfers	\$15.00 / Transaction
Wire transfer tracking	\$5.00 / Transaction
Wire recall processing	\$25.00 / Request
Check Issuing	
Check printing & mailing (Bianco fulfilled)	\$2.50 / Check
Bulk check issuing	\$2.00 / Check
Certified check processing	\$10.00 / Check
Stop payment request	\$20.00 / Check


- Customer testimonials section display incorrectly; buttons do not work:

lexingtonthemes.com:

TESTIMONIALS


Our customers

Read what our customers have to say about our services.




Adobe [Read case study](#)

"Adobe's creative and digital experience"



Attentive [Read case study](#)

"Attentive's approach to personalized"



Exabeam [Read case study](#)

"Exabeam's approach to tailored"

- Pixelation issue noted earlier (see edges of image asset shape):

Powerful financial APIs for tech innovators

Processed

\$275.50



Source

Scott

On 6/9/26 1:34 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Bastion theme:

- There is a vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Search button doesn't work
- Partners section doesn't display correctly (on multiple pages); buttons do not work

lexingtonthemes.com

A CONSTRUCTION PARTNER TRUSTED
BY HOMEOWNERS, DEVELOPERS,
AND COMMERCIAL CLIENTS ALIKE

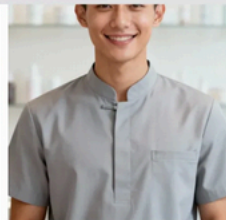
Real projects, real partners, and results delivered
through disciplined planning and execution.



Robert Martinez
Operations Director



Sarah Johnson
Homeowner



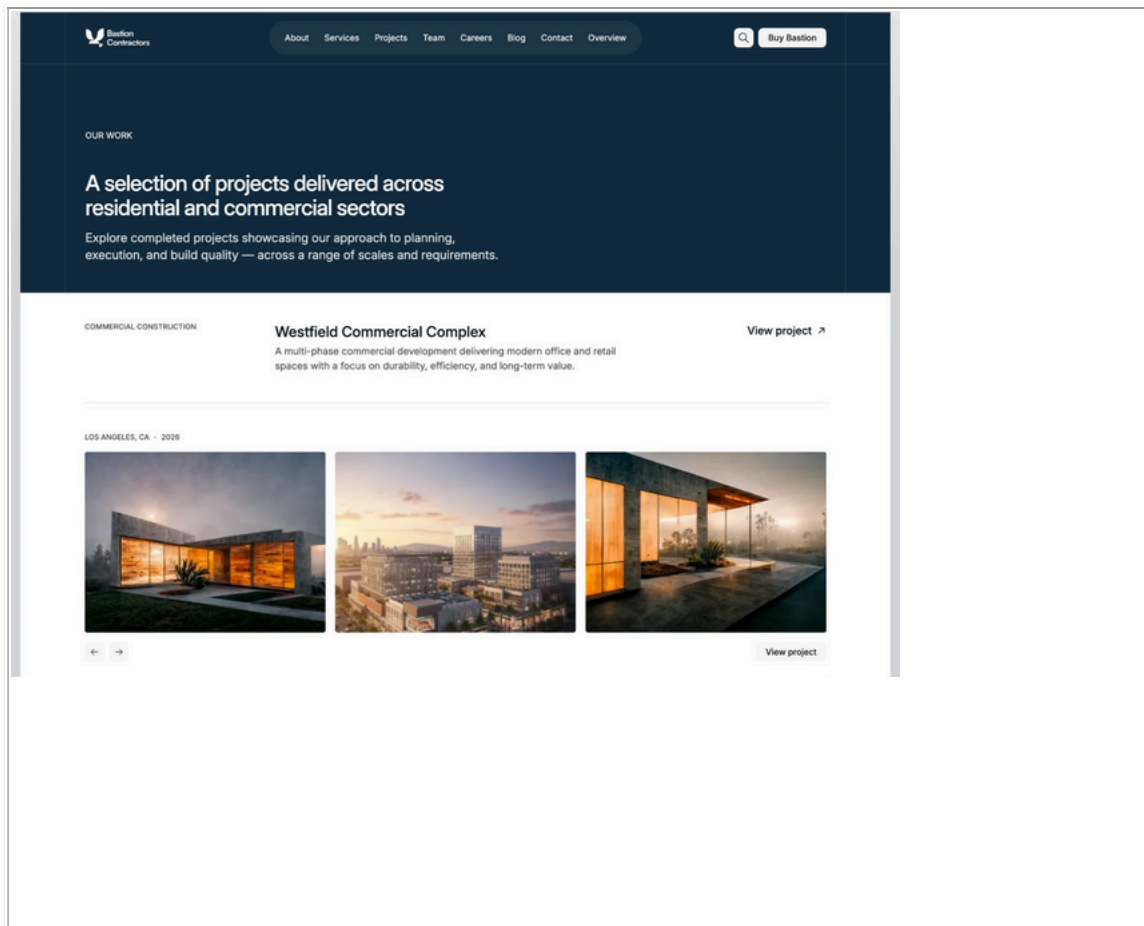
Michael Chen
CEO



Em
Hot

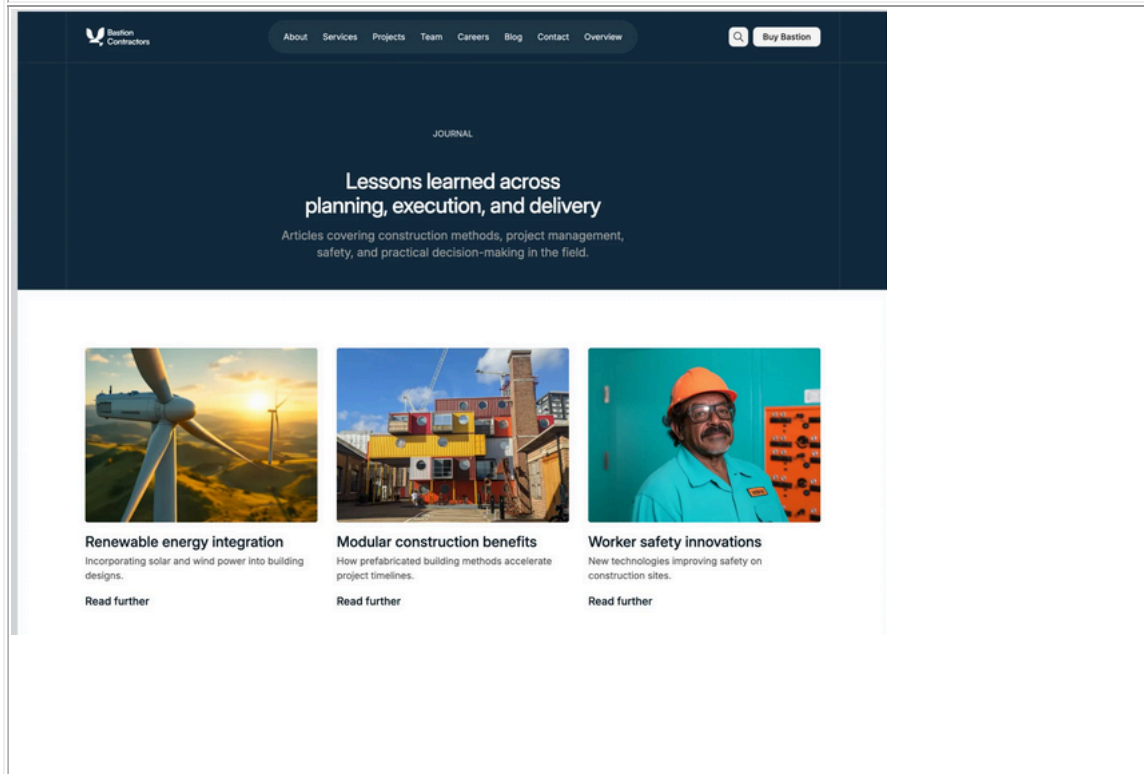
- Projects section displays incorrectly:

lexingtonthemes.com:



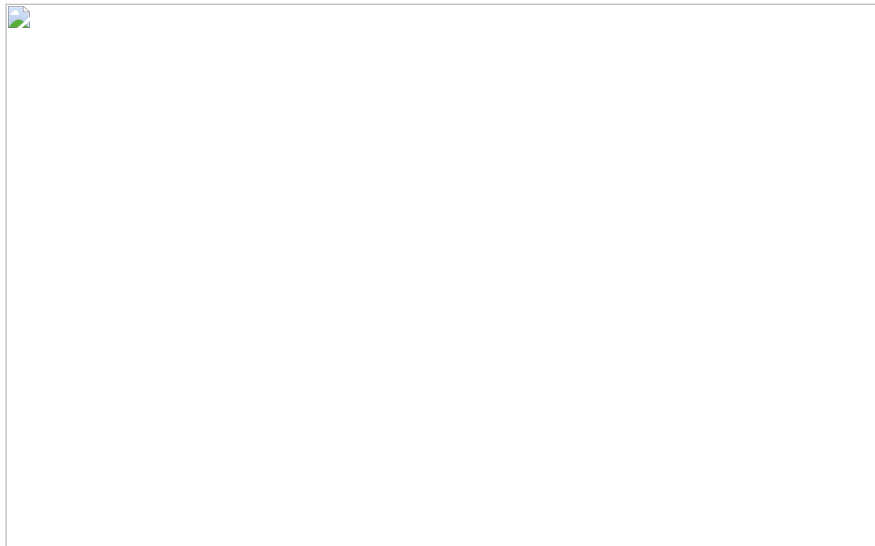
- The images on the blog page do not display correctly, they appear extra zoomed in; this issue also appears on the tag index pages:

lexingtonthemes.com





- The contact page has the wrong heading; it has 'Careers' instead of 'Contact':



- Overview > Blog Pages > Tag Category link is broken; leads to 404 page
- The gallery section is broken on the project details page; buttons do not work:

lexingtonthemes.com:





- The navigation links in the footer are broken for the Company section (Why Us, Partners, Mission)

Scott

On 6/9/26 12:44 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Author theme:

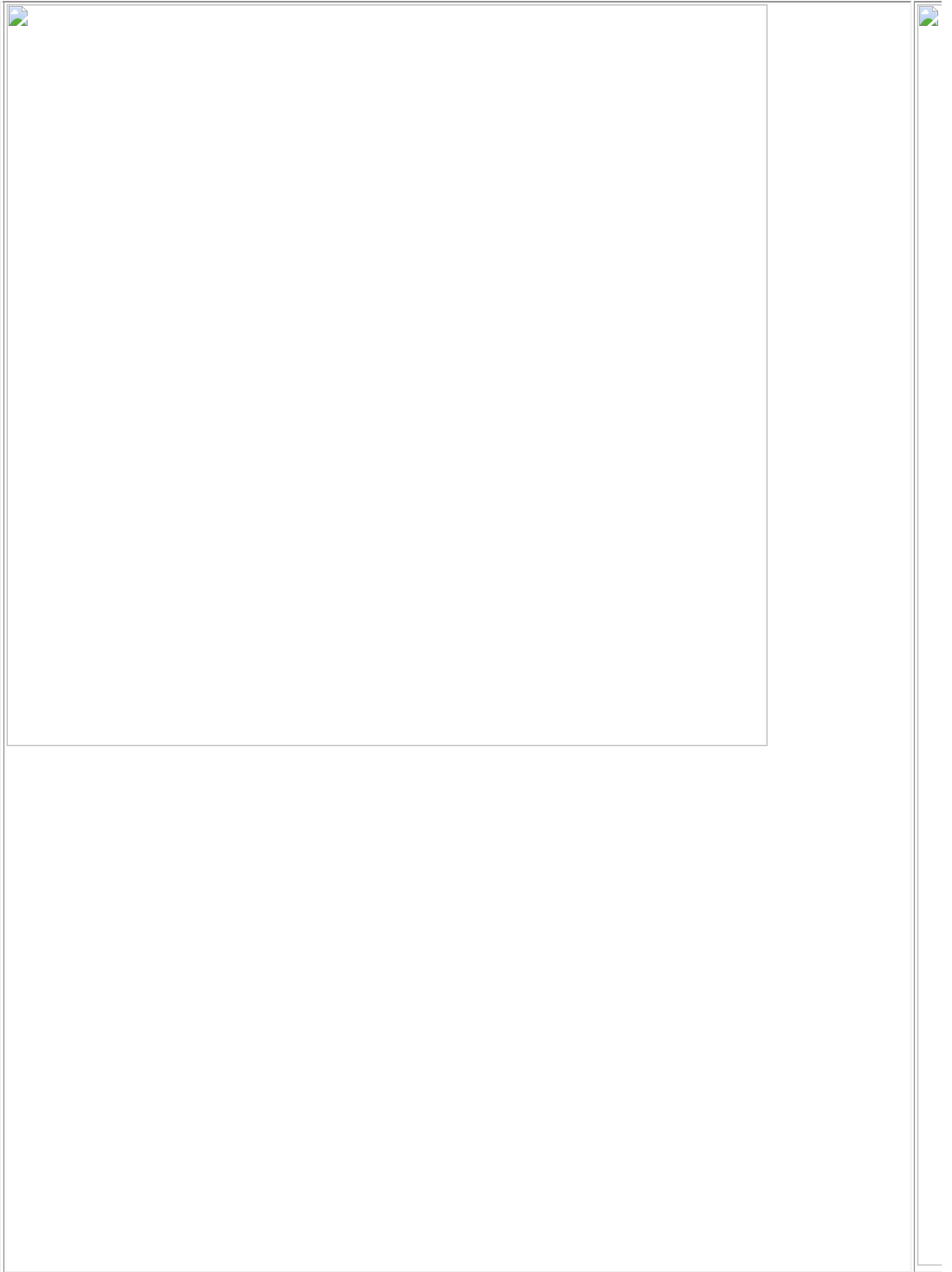
- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Rendering issues on multiple pages. The top section is cut off on the homepage, about, contact, and author bio pages (that I noticed):





These pages are scrolled all the way to the top and text/images are still cut off behind the header.

- Featured section does not display correctly; buttons do not work:



- Footer links seem to be rendered incorrectly:



- Overview > Tag Category > Tag Category link is broken; leads to 404 page

Scott

On 6/8/26 8:35 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Astromax SP theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- General rendering issues. Here is the homepage (as an example):

lexingtonthemes.com:

MAXIMIZE YOUR ONLINE PRESENCE WITH A UNIQUE AND ENGAGING ONE-PAGE WEBSITE THAT DELIVERS OUTSTANDING RESULTS

● LET'S BUILD ● DESIGN MAGIC ● FRONT-END LOVE ● AVAILABLE

John seamlessly merges design and coding, creating polished designs that strike a perfect balance between trends and originality. His approach of crafting designs directly in code yields exceptional results, surpassing expectations.

Emily Reynolds
CEO of Swift Designworks

Mark has an exceptional eye for design, and collaborating with him has been an absolute delight. I am looking forward to partnering with him on upcoming projects. I wholeheartedly endorse him to anyone in search of exceptional, top-notch work.

Lindsay Chen
Founder of CodeCraft Studios

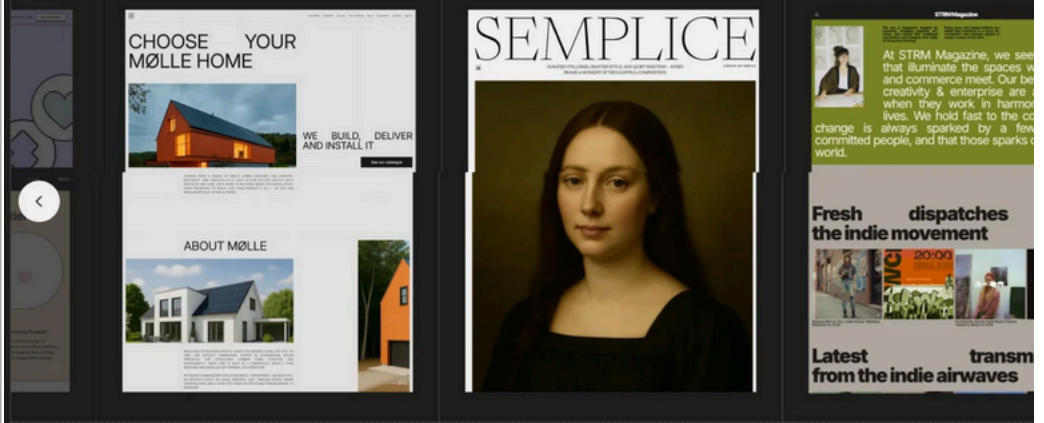
Ethan has been an invaluable asset in the realm of design, and I struggled to keep pace with his work speed during our collaboration. His designs are sleek, and he consistently delivers substantial value; he continuously refines his designs and introduces enhancements.

Gabriel Martinez
Innovator at PixelPerfect Creations

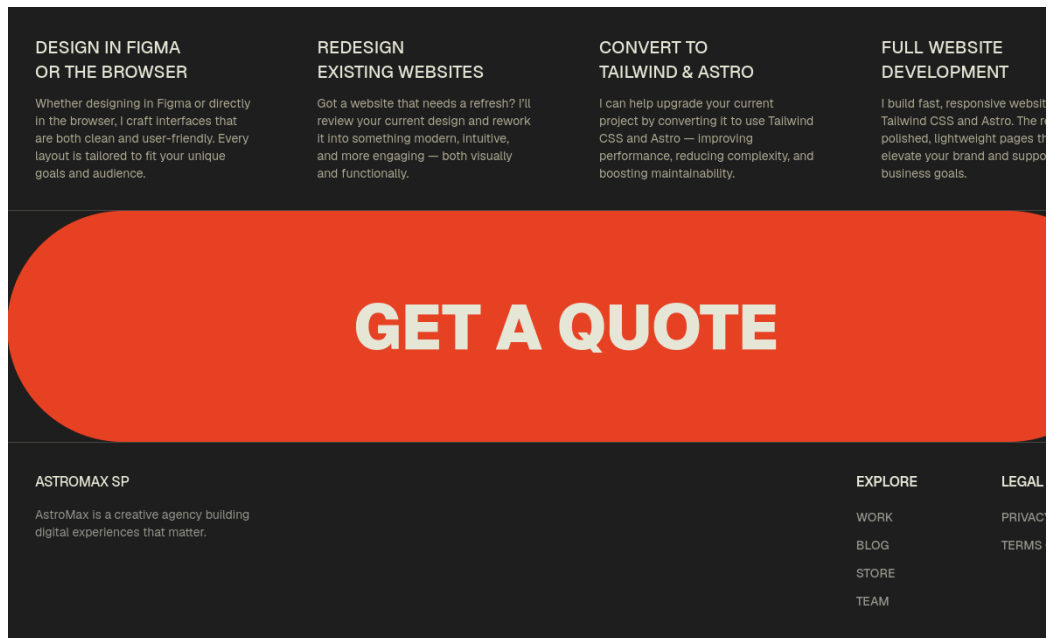
Andrew stands out as a designer and developer who comprehends business needs and utilizes his prior experience to create multiple landing pages for SparkLynx.

Jessica Carter
Co-Founder of SparkLynx

DESIGNED AND DEVELOPED WEBSITES AT ASTROMAX



This is in direct contradiction to your claim that the "templates function as shown." The theme navigation buttons also do not work for me. Here is another example of what the "get quote" button looks like:



The "GET A QUOTE" button displays at full width/height of the container.

- Search button does not work

For reference, I am using Firefox 140.11.0. Firefox is a major browser and should be supported by these themes. I did not find any claim Scott

On 6/8/26 8:05 PM, [REDACTED] wrote:

Hi Michael,

You did not address my rebuttals or my counterpoints, so I'll assume that you concede the template issues will remain in a broker

I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly.

They do not resolve for me. I get 404 errors for each.

As with the earlier templates, the items you've raised are either inaccurate or the template working as designed, with the few

If you'd like to me clarify any of the points, please let me know and I can provide screenshots and/or screen recordings to further issues are broken and you do not plan to fix them (contrary to your claims for refunds on lexingtonthemes.com):

The product is inaccurately described or fails to function as expected.

If a product doesn't work as intended, I am committed to fixing the issue promptly with an update. A product is considered

As a reminder, these are your terms as part of my purchase. By failing to offer a refund and by failing to address the issues, you :

My position is unchanged: NO REFUND

I understand, which is why I am documenting all of the issues to support my credit card chargeback claim. You initially asserted tl sake of transparency, I am documenting all of the issues I find in the templates in this e-mail thread so that there is a record of all

Scott

On 6/8/26 4:08 PM, Michael Andreuzza wrote:

Scott, I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly. As w

My position is unchanged: **NO REFUND**
There's nothing further for me to add here.

Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 22:42, <[REDACTED]> wrote:

Hi Michael,

Here is the Vite warning I'm getting in each of your templates:

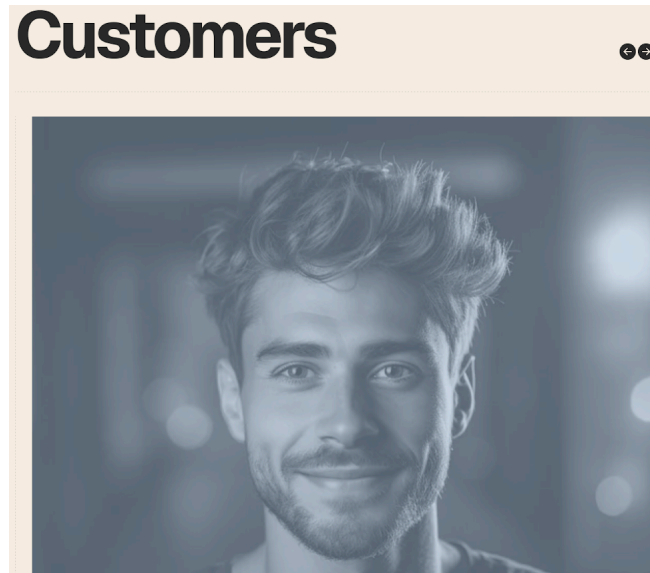
```
► Vite 8.0.16 detected in your project.  
Astro requires Vite 7. Add "overrides": { "vite": "^7" } to your package.json to a
```

For the search button, I'm not sure what the purpose is then if it's intended not to work. Shouldn't it link to the search pa

When you click the menu button and then the close button, the website scrolls halfway down the page to "Rede this does not happen.

I can possibly find a way to screen record this happening if you like.

This is what my Customers section looks like:

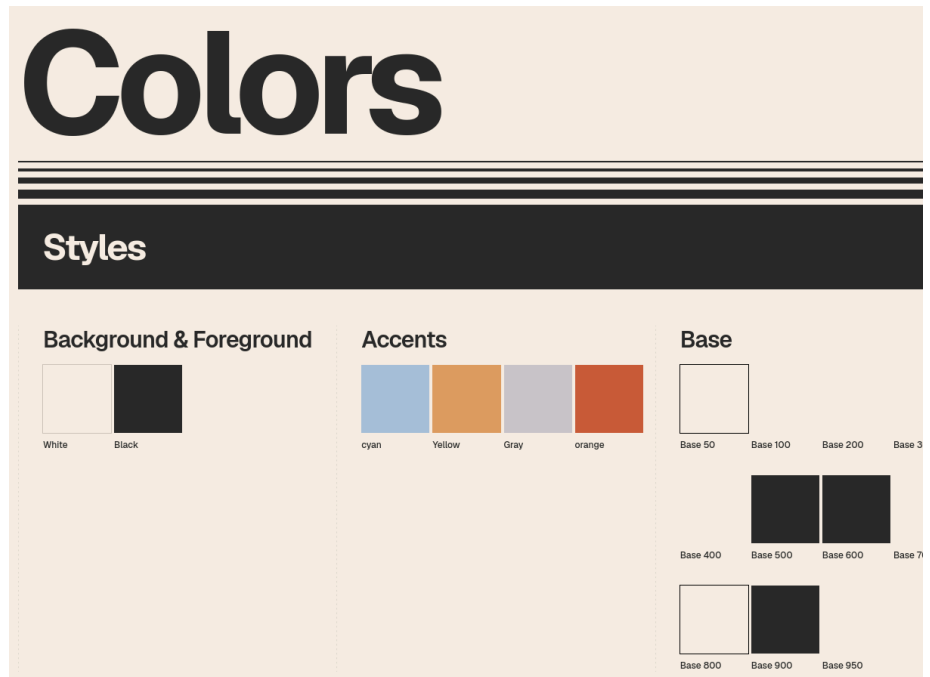


Every image is displayed in full width of the screen and the buttons do not do anything. They are unresponsive.

The image logos aren't showing on the Integrations page
The cards are intentionally designed without logos.

Then they appear to have spacing issues. There is a massive gap where an image (brand logo) would normally be.

This is what I get for the Colors section:



The colors I mentioned are missing or do not appear.

Clicking Overview > Terms of use (sp) leads to a 404 page
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not live site i

But I should be able to access the template pages and there's currently no way to do this because the link is broken.

Did you test these templates in all major web browsers? There's nothing on your website to suggest these templates are

I understand that you are not willing to offer a refund despite the issues with the product. However, I need to document :

To further show support that these templates are broken, here are the issues I found with the Alfred template:

- Same Vite warning that the installed version is incompatible with the Astro version used
- Team > Details page results in a 404
- Overview > RSS page results in a 404
- Blog > Tag Details page results in a 404

Scott

On 6/8/26 3:18 PM, Michael Andreuzza wrote:

Scott,

I went through every point on your list. Most of them are simply not true, and I've attached screenshots so you ca
The rest are normal template behavior or placeholder content, not defects.

- **Vite warning:** there is none. (screenshot)

```

ncu -u
└─> ae1en git:(main) ncu -u
Upgrading /Users/micheleandreuza/Desktop/ae1en/package.json
[=====] 9/9 100%

@astrojs/sitemap    *3.7.2 -> *3.7.3
@tailwindcss/typography *6.5.19 -> *6.5.20
astro                *6.3.5 -> *6.4.4

Run npm install to install new versions.
npm i
└─> ae1en git:(main) / npm i

added 382 packages, and audited 383 packages in 13s

180 packages are looking for funding
  run 'npm fund' for details

1 moderate severity vulnerability

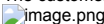
To address all issues, run:
  npm audit fix

Run 'npm audit' for details.
└─> ae1en git:(main) / npm run dev

> @lexington/ae1en@0.8.1 dev
> astro dev

[vite] connected.
21:45:56 [types] Generated .ts
[vite] connected.
21:45:57 [content] Syncing content
21:45:57 [content] Astro config changed
21:45:57 [content] Content config changed
21:45:57 [content] Astro version changed
21:45:57 [content] Clearing content store
21:45:57 [content] Synced content
astro v6.4.4 ready in 1743 ms
  Local  http://localhost:4321/
  Network use --host to expose
21:45:57 watching for file changes...

```

- **The search button doesn't work:** Works as intended.
- **When you click the menu button and then the close button, the website scrolls halfway down** this does not happen.
- **The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2024** This is placeholder copy text, you are supposed to add your own text
- **The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive** The customers section is a testimonials section, it works completely fine. and buttons are responsive 
- **The image logos aren't showing on the Integrations page** The cards are intentionally designed without logos.
- **The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to work** The show completely fine
- **The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)** Blog "/blog-two/" link in the menu — that was a wrong path. It's corrected and pushed.
- **Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)** The numbers are index numbers, the blog landing page is showing from new to old, again nothing broken
- **Clicking Overview > RSS leads to a 404 page** Typo on file, already deployed and available
- **Clicking Overview > Terms of use (sp) leads to a 404 page** This page isn't part of the template. The Overview screen is just a reference index of the template's pages
- **Clicking Overview > Privacy Policy leads to a 404 page** Same as above.

To summarize; of the twelve points you listed, exactly one was an actual issue, a single mistyped link path, and it was not, by any reasonable standard, "non-functional" or "broken."

I've now addressed each of your claims in detail across several emails and demonstrated, with evidence, that the correspondence, the screenshots, the purchase and GitHub access records, and the refund policy you agreed to

This is my final reply on the matter.

Michael
Mvh
Michael Andreuzza Vega
Email: [REDACTED]
Location: Mariehamn, Åland Islands
Web: michaelandreuza.com

On Mon, 8 Jun 2026 at 21:29, [REDACTED] wrote:

Hi Michael,

To add further support to show that the product is broken, here are a number of issues identified with the AE1er

- There is a Vite warning that the installed version is incompatible with the Astro version used
- The search button doesn't work
- When you click the menu button and then the close button, the website scrolls halfway down the page
- The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2024
- The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive
- The image logos aren't showing on the Integrations page
- The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not seem to work
- The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)

- Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to blog post 1)
- Clicking Overview > RSS leads to a 404 page
- Clicking Overview > Terms of use (sp) leads to a 404 page
- Clicking Overview > Privacy Policy leads to a 404 page

As you can see, there are issues in each of the templates reviewed so far, and the problem is much worse than

Scott

On 6/8/26 12:19 PM, [REDACTED] wrote:

Hi Michael,

I'm reviewing your website and I don't see a disclaimer that the products may not work as intended. I will

You may want to add this to your site if your intention is that customers find and fix issues with the templates

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:17 [REDACTED] <[REDACTED]> wrote:

The fact that you had to correct issues (which you conceded are issues that required fixing) with purchased the product.

When you provide the details to my credit card issuer, please include that fact that the product has

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:10 Michael Andreuzza <[REDACTED]> wrote:

To correct you: I have not said the product is broken, and fixing a few placeholder typos in the product.

The templates function as shown in the public live demos, which is the standard for "as described"

As mentioned before, you're free to pursue a chargeback. If you do, I'll provide my response

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:42, [REDACTED] <[REDACTED]> wrote:

Hi Michael,

Calling the issue "resolved" doesn't make it so. I requested a refund and still have not received it. Within this e-mail chain you have admitted that the product has issues (and therefore that I should be refunded for them).

You as the creator and owner of the product should have done this beforehand. This is not fair to me.

The product is not as described. You did not describe the broken state or issues that I would spend my time identifying/fixing the issues with your product to get it into a working state.

If I do not receive a refund for the broken product, I will be pursuing the matter further with my lawyer.

Scott

----- Original Message -----

On Monday, 06/08/26 at 10:24 Michael Andreuzza <[REDACTED]> wrote:

Two quick points, and then I'll consider this closed, as I've already covered the rest of the issues.

These templates are hand-coded by me. I'm a professional designer and developer.

Calling the product "broken" or "non-functional" doesn't make it so. The only issue I've seen in the live demos and is used by 9,000+ customers, so I won't accept that false characterization.

I maintain my themes regularly, so I know they work, and they work very well. If you find something specific, you can reach me by email or in the Discord channel.

Otherwise this is resolved, and you're free to file a chargeback if you choose.

Michael

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:02, [REDACTED] <[REDACTED]> wrote:

Are you able to respond without using AI? The fact that you are using AI to respond is a red flag.

Please keep in mind that these issues were identified within spending a few minutes on your website and you cannot expect customers to be your quality review. The product should be better.

Scott

----- Original Message -----

On Monday, 06/08/26 at 09:52 Michael Andreuzza <michaelandreuzzavega@

Hi Scott,

Thank you for the follow-up. I want to address your points directly and I

The product is not broken or non-functional. The templates build, run, & demonstrate, I have already corrected every typo/path you listed and p

- "Sing up" > "Sign up"
- /forms/contact > /contact
- /legal/terms > /legal/terms
- Customers page heading corrected from "**Integrations**" to "**Cu**

These corrections are recorded in the public commit history of each rep

- **Buio**: Lexington-Themes/buio, commit e7ab157
- **Spazio Bianco**: Lexington-Themes/spaziobianco, commit 4e45

The fact that every issue you listed was fixed within minutes is itself the day, those two claims contradict each other.

For context, these templates are in active use by over 9,000 customers **state**" is not consistent with that, nor with the live demos that have been and they do not affect functionality.

On being able to evaluate the product beforehand: The full, interact product was accurately described and is materially identical to those pr

That policy also states clearly that refunds are not provided once an item products are fully in your possession.

Regarding the chargeback: that is your right to pursue. If you do, I will your account, the refund policy you accepted at checkout, and the com

I'd also want you to be clear on the likely outcome: because the ter access is also revoked the moment a purchase is reversed. So the rea

The issues you raised are fixed, the product works as shown, and I'm t

Best,

Michael Andreuzza

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 16:33, [REDACTED] wrote

Thank you for your response. I don't find your resolution acceptable I wouldn't have purchased the product. I also couldn't have known you

Since the product is dysfunctional, has too many issues to name/fix, &

Scott

----- Original Message -----

On Monday, 06/08/26 at 08:09 Michael Andreuzza <michaelandreuz

Hi Scott,

Thank you for taking the time to go through the templates and

First, the important part: every item you mentioned is placeholder two-second edit, and all of it is meant to be replaced with your from building, running, or being used as intended.

On the specific points:

- **Copy/typos** (Sign up, legal, customers heading, foundation)
- **Link paths** (/contact/, /legal/terms/): demo routing that you v
- **"LimeStripe" image:** I've checked this directly against the li

Under the refund policy, "not as described" means the product states I fix them promptly via an update rather than treating th

I also have to be straightforward about eligibility. The policy clarifies that reason this request does not qualify for a refund.

Regarding a chargeback: I'd genuinely prefer not to go there purchase. That process typically results in the dispute being c

Rather than treat these as grounds for a refund, I've already c repositories, so the updates are live and available to you right

That's exactly what the support and update commitment is for

Best, Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 01:34, <purchasing@mailguardpro.co>

Hi Michael,

I'm requesting a full refund for my recent purchase of your L

The templates are non-functional/broken (links, director etc). The item is therefore "not as described" or does n

Here are a few examples from spending ~15 minutes g

Buio:

- 'Sing up' button text instead of 'Sign up'
- Contact: correct URL is '/contact/' not '/forms/con

Spazio Bianco:

- Legal: '/legsl/terms/' instead of '/legal/terms'
- 'LimeStripe' image asset is pixelated on all page:
- '/customers/1' has 'Integrations' as the heading ir
- 'src/components/fundations' instead of '/src/com

When purchasing a product, it's reasonable to expect that il understand according to your refund page (<https://lexington>

Please provide a full refund within two weeks. If I do not rec

Thank you for your attention to this matter.

██████████

To: Michael Andreuzza <██████████>

Hi Michael,

Here are the issuses I noticed with the Newport theme:

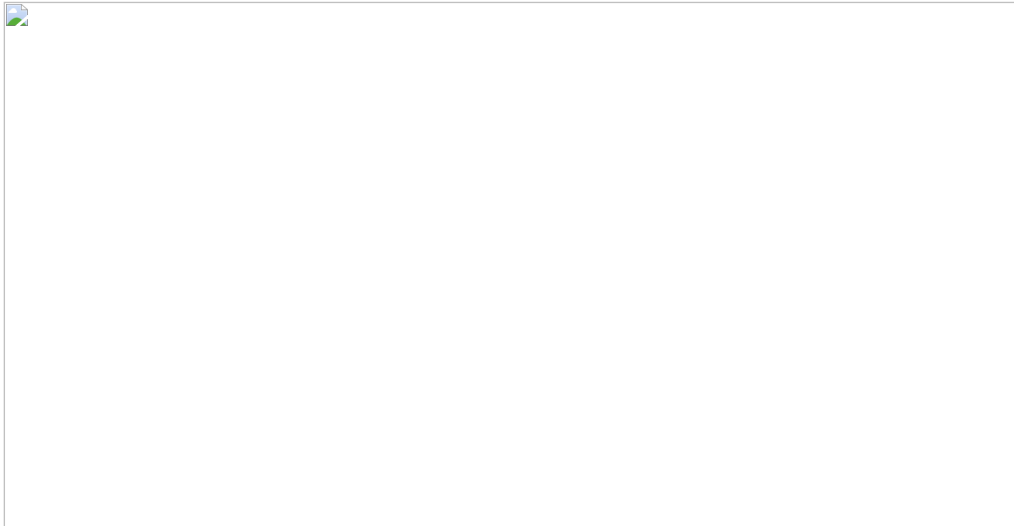
- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Search button doesn't work
- Spacing gap on the Home and About pages:

lexingtonthemes.com:





- The "Fair Housing Notice," "Accessibility Statement," "Privacy Policy," and "Terms of Service" links in the footer are all broken; lead to 404 page
- The Contact form doesn't validate input and there is an "Uncaught ReferenceError: Fuse is not defined" when trying to use the form
- Improper escaping of special characters ("&" shows up as "&");



- Overview > Events > Details link is broken; leads to 404 page
- Overview > Blog Pages > Tag Category link is broken; leads to 404 page
- Overview > Board > Details link is broken; leads to 404 page

Scott

On 6/9/26 7:40 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues I noticed with the Molle theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Search button doesn't work
- Images do not display correctly throughout the site; the images appear extra zoomed in:

lexingtonthemes.com:

CHOOSE YOUR MØLLE HOME



WE BUILD, DELIVER AND INSTALL IT

[See our catalogue](#)

CHOOSE FROM A RANGE OF MØLLE HOMES DESIGNED FOR COMFORT, EFFICIENCY, AND TIMELESS STYLE. BUILT IN OUR OFF-SITE FACILITY WITH PRECISION AND CARE, EACH HOME IS DELIVERED READY FOR INSTALLATION. FROM TRANSPORT TO SETUP, OUR TEAM HANDLES IT ALL — SO YOU CAN MOVE IN WITHOUT LIFTING A FINGER.

RIDGE A1

\$74,000

[Inquire](#)



RIDGE A1 IS A COMPACT A-FRAME CABIN TAILORED FOR WILDERNESS RETREATS AND SOLO ESCAPES. WITH AN ICONIC PROFILE, HIGH-EFFICIENCY MATERIALS, AND FULL OFF-GRID CAPABILITY, IT OFFERS EVERYTHING YOU NEED — AND NOTHING YOU DON'T.

Square Footage	280 sq ft
Sleeping Capacity	2
Loft	Yes
Dimensions	20' x 14'
Framing	Douglas fir with blackened steel reinforcements
Roof	Standing seam metal roof
Windows	Insulated awning and clerestory
Interior	Birch plywood with matte finish

INCLUDED

OUR CABINS

A curated collection of modern prefab homes — crafted for design lovers, dreamers, and off-grid adventurers alike.



HALO X
Off-Grid Retreat







LUMA VISTA
Luxury Living



NOOK 360
Micro Living

COMPARE MODELS

SPECIFICATIONS

				
	HALO X	RIDGEHAUS	VERDANT	NOOK 360
PRICE	\$129,000	\$158,000	\$78,000	\$112,500
SQUARE FOOTAGE	520 sq ft	670 sq ft	280 sq ft	360 sq ft
BEDROOMS	1	2	—	1
DELIVERY	4-6 weeks from order confirmation	6-8 weeks from order confirmation	3-5 weeks after final spec approval	3-5 weeks depending on configuration

- Overview > About link is broken; results in a 404
- Store categories is narrowly centered on the screen:

Buy Mølle Overview Homes

ALL CATEGORIES

A Frame
Ridge A1 is a compact A-frame cabin tailored for wilderness retreats and solo escapes. With an iconic profile, high-efficiency materials, and full off-grid capability, it offers everything you need — and nothing you don't.

Eco
Halo X is a self-sustaining, off-grid prefab designed for panoramic immersion in nature. With renewable systems, a modular layout, and a minimal footprint, it brings modern living to remote locations without compromise.

Family
Summit Haus is a spacious, modern prefab built for families or those who love to host. With multiple bedrooms, a full kitchen, and an expansive rooftop terrace, it's your personal sanctuary — with room to grow, gather, and enjoy the view.

Class
Solis V4 is a luxury prefab villa designed for indoor-outdoor living, wellness, and remote sophistication. With wraparound glazing, spa-grade amenities, and an energy-efficient envelope, it turns any site into a sanctuary.

Greenhouse
Verdant is a micro prefab designed for artists, makers, and green thumbs. Half studio, half greenhouse, it's a light-filled space that nurtures both productivity and plant life in one.

- Blog tags are narrowly positioned off center on the screen:

Buy Mølle Overview Homes

ALL TAGS

Behind The Scenes
Step inside our production process—from blueprint to final delivery—and see how every Mølle home is built with care, speed, and precision.

Build
Take a peek behind the scenes and discover how every Mølle home comes together — with precision, care, and zero shortcuts.

Cabins
Prefab living is reshaping how we think about home. Here's what you should know before choosing a Mølle cabin.

Design
Our cabins are more than homes—they're a philosophy. Discover how Mølle blends design and sustainability into every square meter.

Lifestyle
Prefab living is reshaping how we think about home. Here's what you should know before choosing a Mølle cabin.

Off Grid
Mølle homes aren't just modern — they're prepared. Built for remote living with comfort, efficiency, and sustainability in

- Overview > Blog > Tag category link is broken; results in a 404

Scott

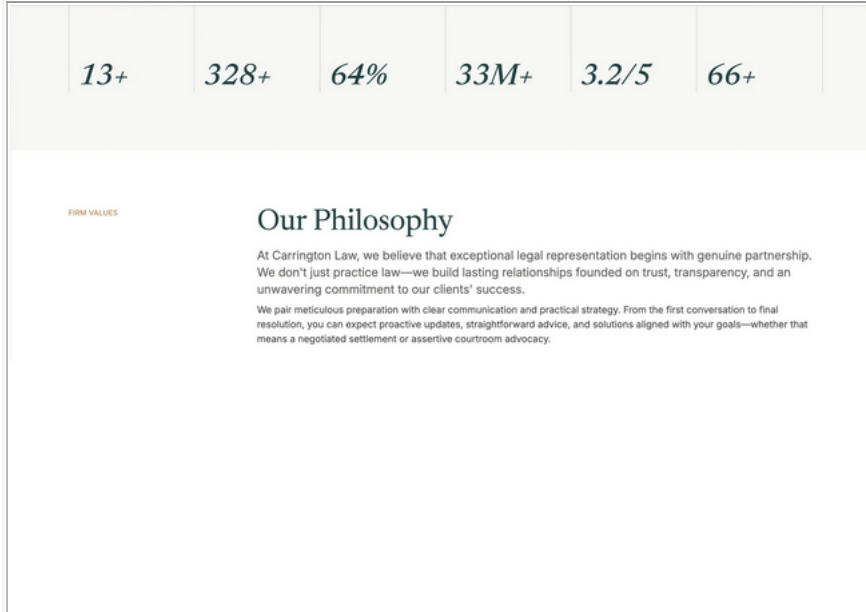
On 6/9/26 5:31 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues I noticed with the Carrington theme:

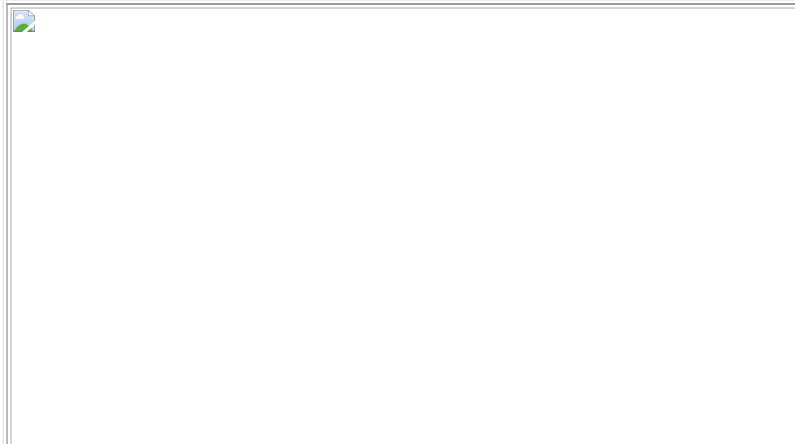
- There is a vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Search button doesn't work
- Misaligned elements on the homepage:

lexingtonthemes.com

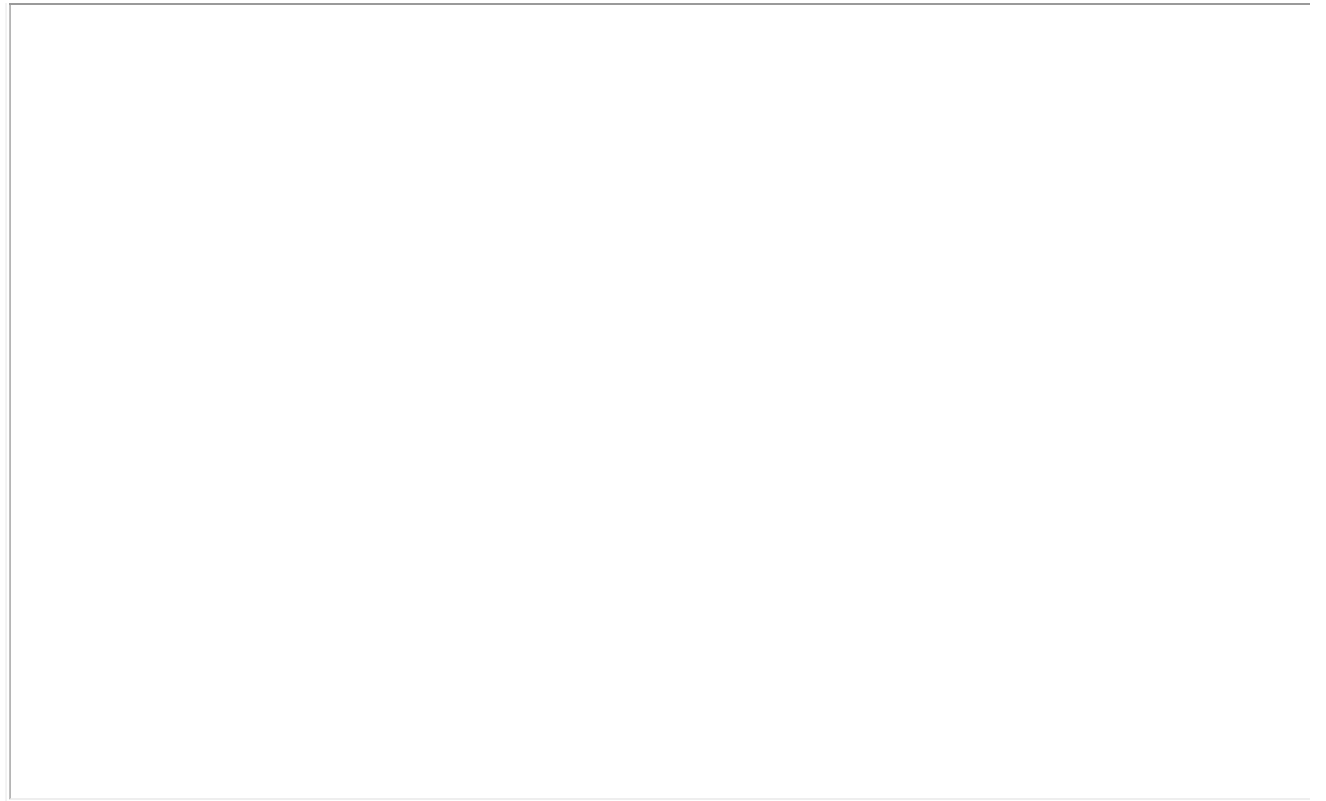


- The Case studies, Practice areas, Call-to-action, Blog, and Cases do not display correctly; the images appear extra zoomed in:

lexingtonthemes.com







- The Client Testimonials section does not display correctly:

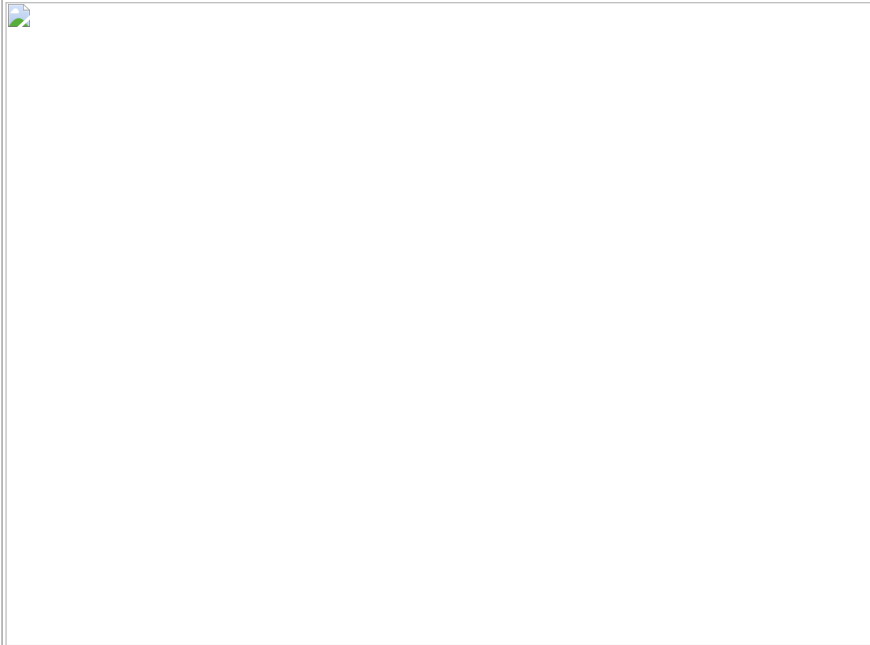
lexingtonthemes.com:





- The Practice areas detail page is not cropping the image/displaying correctly:

lexingtonthemes.com:



- Misalignment issues between the image and text card/box for the bottom row of attorneys:

lexingtonthemes.com:



- Professional rankings table text is clipped on the right side:



- Overview > Blog Pages > Tag Category link is broken; results in a 404 page

Scott

On 6/9/26 3:59 PM, [REDACTED] wrote:

Hi Michael,

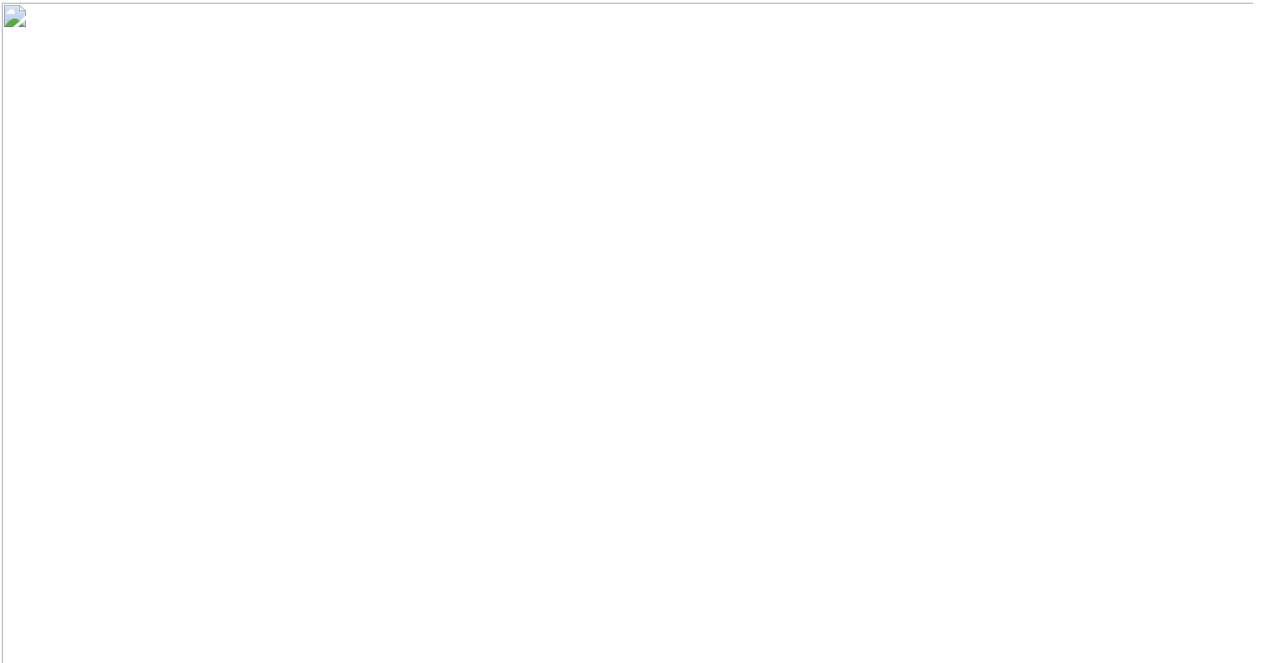
Here are the issues I noticed with the Carriera theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- The 'Sign In' button in the header doesn't work; it leads to '/sign-up' form
- The 'Sign-In' form buttons do not display properly:

lexingtonthemes.com



-
- There is a weird display issue on each company page in the company description section:





- Buttons do not render on pages (noticed on subscribe, sign in, contact, reset password, submit job, submit company, and submit candidate pages):

lexingtonthemes.com



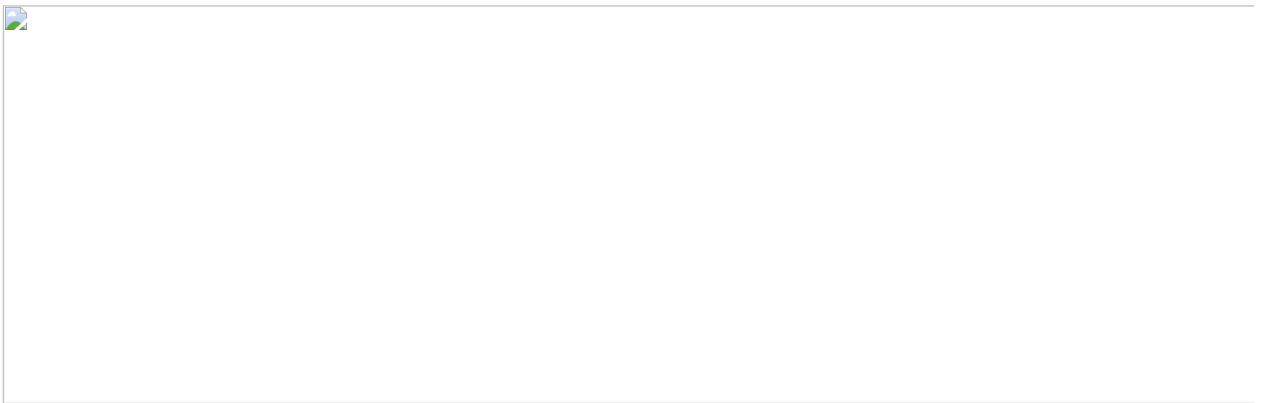
- Links do not render:



- Buttons do not render:



- I'm getting warnings from Astro as well when I access any of the company pages:



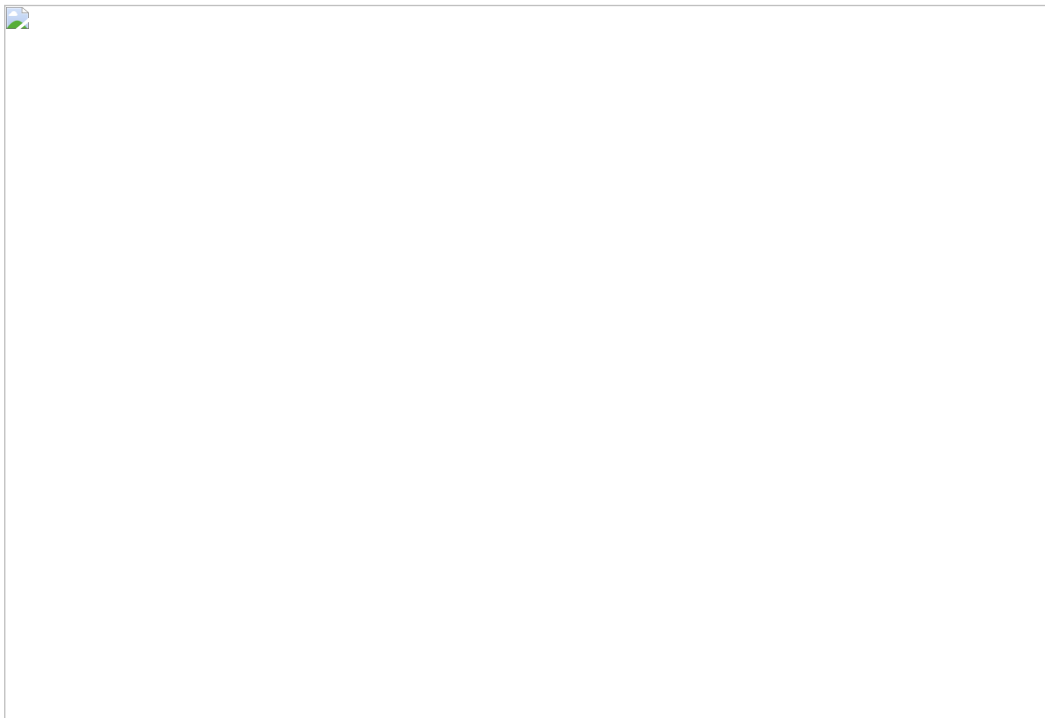
Scott

On 6/9/26 2:24 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues I noticed with the Carbon theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Index page is set to '/index-two'; results in an immediate 404 page (doesn't seem to exist):





- Overview > Directory > Home link is broken; leads to 404

Scott

On 6/9/26 1:53 PM, [REDACTED] wrote:

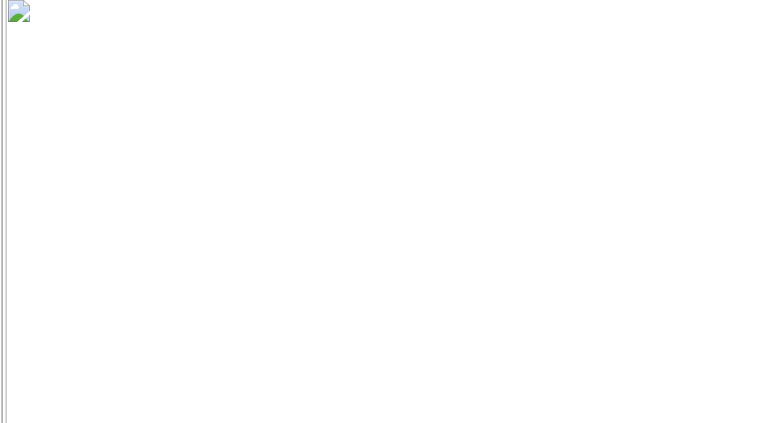
Hi Michael,

Here are some additional issues I noticed with the Buio/Spazio Bianco themes:

Buio:

- Customer testimonial section does not display correctly; buttons do not work:

lexingtonthemes.com:



Spazio Bianco:

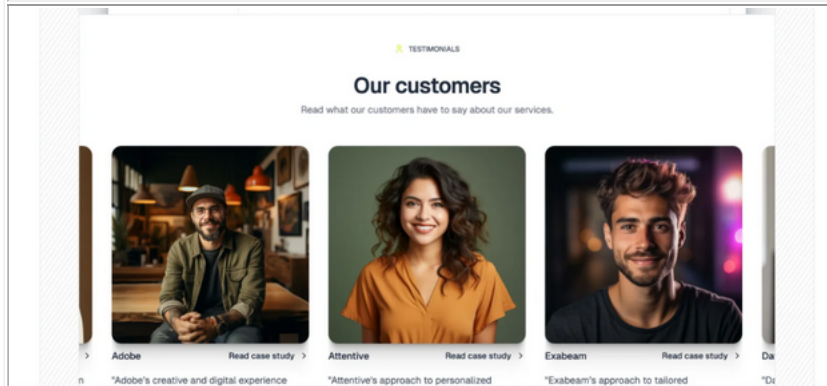
- Fees section displays incorrectly:

lexingtonthemes.com:



- Customer testimonials section display incorrectly; buttons do not work:

lexingtonthemes.com:



- Pixelation issue noted earlier (see edges of image asset shape):

Powerful financial APIs for tech innovators

Processed

\$275.50



Source

Scott

On 6/9/26 1:34 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Bastion theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Search button doesn't work
- Partners section doesn't display correctly (on multiple pages); buttons do not work

lexingtonthemes.com

A CONSTRUCTION PARTNER TRUSTED
BY HOMEOWNERS, DEVELOPERS,
AND COMMERCIAL CLIENTS ALIKE

Real projects, real partners, and results delivered
through disciplined planning and execution.



Robert Martinez
Operations Director

Sarah Johnson
Homeowner

Michael Chen
CEO

Em
Hot

- Projects section displays incorrectly:

lexingtonthemes.com:

[Bastion Contractors](#)

[About](#)
[Services](#)
[Projects](#)
[Team](#)
[Careers](#)
[Blog](#)
[Contact](#)
[Overview](#)

OUR WORK

A selection of projects delivered across residential and commercial sectors




Explore completed projects showcasing our approach to planning, execution, and build quality — across a range of scales and requirements.

COMMERCIAL CONSTRUCTION

Westfield Commercial Complex

A multi-phase commercial development delivering modern office and retail spaces with a focus on durability, efficiency, and long-term value. [View project ↗](#)

LOS ANGELES, CA - 2026

[View project](#)

- The images on the blog page do not display correctly, they appear extra zoomed in; this issue also appears on the tag index pages:

lexingtonthemes.com


[Bastion Contractors](#)

[About](#)
[Services](#)
[Projects](#)
[Team](#)
[Careers](#)
[Blog](#)
[Contact](#)
[Overview](#)

JOURNAL

Lessons learned across planning, execution, and delivery


Articles covering construction methods, project management, safety, and practical decision-making in the field.



Renewable energy integration

Incorporating solar and wind power into building designs.


[Read further](#)



Modular construction benefits

How prefabricated building methods accelerate project timelines.

[Read further](#)



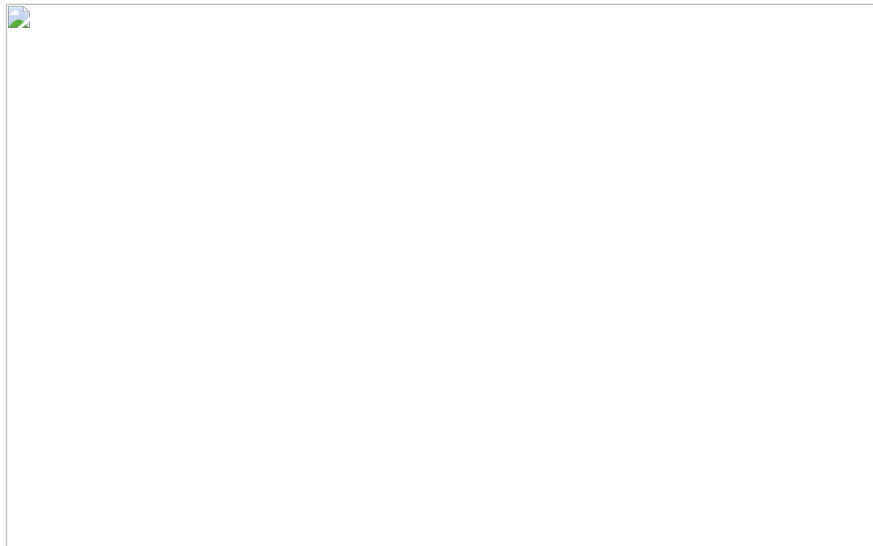
Worker safety innovations

New technologies improving safety on construction sites.

[Read further](#)



- The contact page has the wrong heading; it has 'Careers' instead of 'Contact':



- Overview > Blog Pages > Tag Category link is broken; leads to 404 page
- The gallery section is broken on the project details page; buttons do not work:

lexingtonthemes.com:





- The navigation links in the footer are broken for the Company section (Why Us, Partners, Mission)

Scott

On 6/9/26 12:44 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Author theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Rendering issues on multiple pages. The top section is cut off on the homepage, about, contact, and author bio pages (that I noticed):





These pages are scrolled all the way to the top and text/images are still cut off behind the header.

- Featured section does not display correctly; buttons do not work:

lexingtonthemes.com



- Footer links seem to be rendered incorrectly:



- Overview > Tag Category > Tag Category link is broken; leads to 404 page

Scott

On 6/8/26 8:35 PM, [REDACTED] wrote:

Hi Michael,

Here are the issues with the Astromax SP theme:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- General rendering issues. Here is the homepage (as an example):

lexingtonthemes.com:



This is in direct contradiction to your claim that the "templates function as shown." The theme navigation buttons also do not work
Here is another example of what the "get quote" button looks like:

The "GET A QUOTE" button displays at full width/height of the container.

- Search button does not work

For reference, I am using Firefox 140.11.0. Firefox is a major browser and should be supported by these themes. I did not find an
Scott

On 6/8/26 8:05 PM, [REDACTED] wrote:

Hi Michael,

You did not address my rebuttals or my counterpoints, so I'll assume that you concede the template issues will remain in a

I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctly.

They do not resolve for me. I get 404 errors for each.

As with the earlier templates, the items you've raised are either inaccurate or the template working as designed, with

If you'd like to me clarify any of the points, please let me know and I can provide screenshots and/or screen recordings to
issues are broken and you do not plan to fix them (contrary to your claims for refunds on lexingtonthemes.com):

The product is inaccurately described or fails to function as expected.

If a product doesn't work as intended, I am committed to fixing the issue promptly with an update. A product is cons

As a reminder, these are your terms as part of my purchase. By failing to offer a refund and by failing to address the issue

My position is unchanged: NO REFUND

I understand, which is why I am documenting all of the issues to support my credit card chargeback claim. You initially ass
sake of transparency, I am documenting all of the issues I find in the templates in this e-mail thread so that there is a recor

Scott

On 6/8/26 4:08 PM, Michael Andreuzza wrote:

Scott, I checked the Alfred points also, Team > Details, Overview > RSS, and Blog > Tag Details all resolve correctl

My position is unchanged: **NO REFUND**

There's nothing further for me to add here.

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 22:42, [REDACTED] > wrote:

Hi Michael,

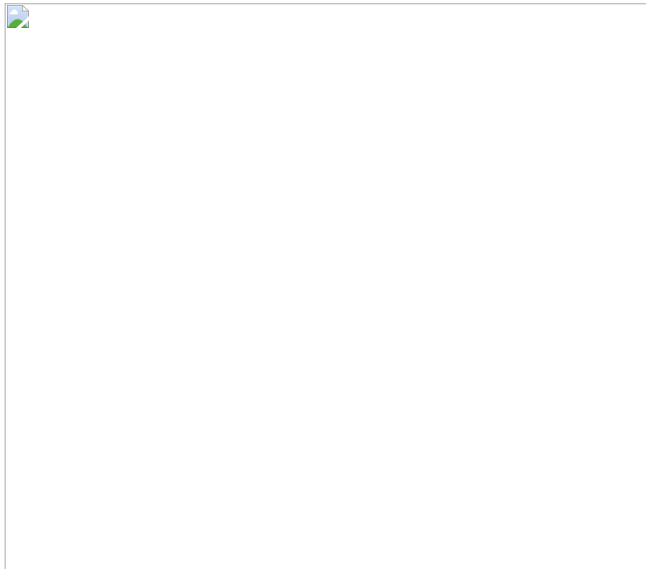
Here is the Vite warning I'm getting in each of your templates:

For the search button, I'm not sure what the purpose is then if it's intended not to work. Shouldn't it link to the sea

***When you click the menu button and then the close button, the website scrolls halfway down the page to
this does not happen.***

I can possibly find a way to screen record this happening if you like.

This is what my Customers section looks like:

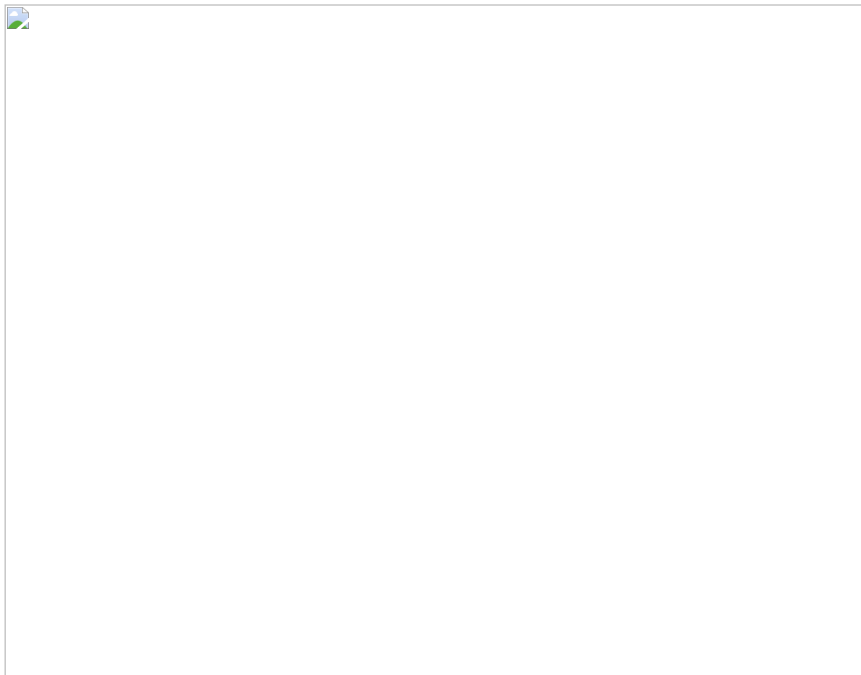


Every image is displayed in full width of the screen and the buttons do not do anything. They are unresponsive.

The image logos aren't showing on the Integrations page
The cards are intentionally designed without logos.

Then they appear to have spacing issues. There is a massive gap where an image (brand logo) would normally t

This is what I get for the Colors section:



The colors I mentioned are missing or do not appear.

Clicking Overview > Terms of use (sp) leads to a 404 page
This page isn't part of the template. The Overview screen is just a reference index of the template's pages, not li

But I should be able to access the template pages and there's currently no way to do this because the link is brok

Did you test these templates in all major web browsers? There's nothing on your website to suggest these templ

I understand that you are not willing to offer a refund despite the issues with the product. However, I need to doc

To further show support that these templates are broken, here are the issues I found with the Alfred template:


- Same Vite warning that the installed version is incompatible with the Astro version used
- Team > Details page results in a 404
- Overview > RSS page results in a 404
- Blog > Tag Details page results in a 404

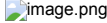
Scott

On 6/8/26 3:18 PM, Michael Andreuzza wrote:

Scott,

I went through every point on your list. Most of them are simply not true, and I've attached screenshots so
The rest are normal template behavior or placeholder content, not defects.

- **Vite warning:** there is none. (screenshot)
image.png
- **The search button doesn't work:** Works as intended.

- **When you click the menu button and then the close button, the website scrolls halfway down** this does not happen.
- **The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2022** This is placeholder copy text, you are supposed to add your own text
- **The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive** The customers section is a testimonials section, it works completely fine. and buttons are responsive 
- **The image logos aren't showing on the Integrations page** The cards are intentionally designed without logos.
- **The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not show** The show completely fine
- **The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)** Blog "/blog-two/" link in the menu — that was a wrong path. It's corrected and pushed.
- **Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to /blog/post/6)** The numbers are index numbers, the blog landing page is showing from new to old, again nothing is wrong
- **Clicking Overview > RSS leads to a 404 page** Typo on file, already deployed and available
- **Clicking Overview > Terms of use (sp) leads to a 404 page** This page isn't part of the template. The Overview screen is just a reference index of the templates
- **Clicking Overview > Privacy Policy leads to a 404 page** Same as above.

To summarize; of the twelve points you listed, exactly one was an actual issue, a single mistyped link path that is not, by any reasonable standard, "non-functional" or "broken."

I've now addressed each of your claims in detail across several emails and demonstrated, with evidence, correspondence, the screenshots, the purchase and GitHub access records, and the refund policy you agreed to.

This is my final reply on the matter.

Michael
 Mvh
 Michael Andreuzza Vega
 Email: [REDACTED]
 Location: Mariehamn, Åland Islands
 Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 21:29, [REDACTED] wrote:

Hi Michael,

To add further support to show that the product is broken, here are a number of issues identified with the product:

- There is a Vite warning that the installed version is incompatible with the Astro version used
- The search button doesn't work
- When you click the menu button and then the close button, the website scrolls halfway down the page
- The copyright claims are inconsistent; in some parts of the template it says 2023 and in others it says 2022
- The 'Customers' section isn't filled out on the landing page; the buttons are unresponsive
- The image logos aren't showing on the Integrations page
- The base colors in /system/colors aren't rendering properly Base 100-400, 700, and 950 do not show
- The blog menu item in the hamburger menu leads to a 404 (URL: /blog-two/)
- Blog the numbers on /blog are misaligned for the url they point to (/blog/posts/6 points to /blog/post/6)
- Clicking Overview > RSS leads to a 404 page
- Clicking Overview > Terms of use (sp) leads to a 404 page
- Clicking Overview > Privacy Policy leads to a 404 page

As you can see, there are issues in each of the templates reviewed so far, and the problem is much worse than you've claimed.

Scott

On 6/8/26 12:19 PM, [REDACTED] wrote:

Hi Michael,

I'm reviewing your website and I don't see a disclaimer that the products may not work as intended.

You may want to add this to your site if your intention is that customers find and fix issues with the product.

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:17 [REDACTED] wrote:

The fact that you had to correct issues (which you conceded are issues that required fixing) is a problem for the product.

When you provide the details to my credit card issuer, please include that fact that the product is broken.

Scott

----- Original Message -----

On Monday, 06/08/26 at 11:10 Michael Andreuzza [REDACTED] wrote:

To correct you: I have not said the product is broken, and fixing a few placeholder issues is a problem for the product.

The templates function as shown in the public live demos, which is the standard for the product.

As mentioned before, you're free to pursue a chargeback. If you do, I'll provide my contact information.

Michael

Mvh
Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:42, <[REDACTED]> wrote:
Hi Michael,

Calling the issue "resolved" doesn't make it so. I requested a refund and still hav
Within this e-mail chain you have admitted that the product has issues (and then
them.
You as the creator and owner of the product should have done this beforehand.
The product is not as described. You did not describe the broken state or issues
spend my time identifying/fixing the issues with your product to get it into a work
If I do not receive a refund for the broken product, I will pursuing the matter furth
Scott

----- Original Message -----

On Monday, 06/08/26 at 10:24 Michael Andreuzza <michaelandreuzzavega@gmail.com>

Two quick points, and then I'll consider this closed, as I've already covere
These templates are hand-coded by me. I'm a professional designer and
Calling the product "broken" or "non-functional" doesn't make it so. The o
live demos and is used by 9,000+ customers, so I won't accept that false
I maintain my themes regularly, so I know they work, and they work very
If you find something specific, you can reach me by email or in the Discor
Otherwise this is resolved, and you're free to file a chargeback if you choi

Michael

Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 17:02, <[REDACTED]> wrote:
Are you able to respond without using AI? The fact that you are using A

Please keep in mind that these issues were identified within spending e
and you cannot expect customers to be your quality review. The produ
Scott

----- Original Message -----

On Monday, 06/08/26 at 09:52 Michael Andreuzza <michaelandreuzza@gmail.com>

Hi Scott,

Thank you for the follow-up. I want to address your points direct
The product is not broken or non-functional. The templates buic
demonstrate, I have already corrected every typo/path you listec

- "Sing up" > "Sign up"
- /forms/contact > /contact
- /legal/terms > /legal/terms
- Customers page heading corrected from "**Integrations**"

These corrections are recorded in the public commit history of e

- **Buio**: Lexington-Themes/buio, commit e7ab157
- **Spazio Bianco**: Lexington-Themes/spaziobianco, comm

The fact that every issue you listed was fixed within minutes is it
day, those two claims contradict each other.

For context, these templates are in active use by over 9,000 cus
state" is not consistent with that, nor with the live demos that ha
and they do not affect functionality.

On being able to evaluate the product beforehand: The full,
product was accurately described and is materially identical to ti

That policy also states clearly that refunds are not provided onc
products are fully in your possession.

Regarding the chargeback: that is your right to pursue. If you
your account, the refund policy you accepted at checkout, and ti

I'd also want you to be clear on the likely outcome: because

access is also revoked the moment a purchase is reversed. So I

The issues you raised are fixed, the product works as shown, ar

Best,

Michael Andreuzza

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 16:33, <[REDACTED]>

Thank you for your response. I don't find your resolution acceptable. I wouldn't have purchased the product. I also couldn't have known

Since the product is dysfunctional, has too many issues to narrow

Scott

----- Original Message -----

On Monday, 06/08/26 at 08:09 Michael Andreuzza <michaela@...>

Hi Scott,

Thank you for taking the time to go through the templates

First, the important part: every item you mentioned is present in a two-second edit, and all of it is meant to be replaced with the correct content from building, running, or being used as intended.

On the specific points:

- **Copy/typos** (Sign up, legal, customers heading, four)
- **Link paths** (/contact/, /legal/terms/): demo routing through
- **"LimeStripe" image**: I've checked this directly again

Under the refund policy, "not as described" means the product does not match the states I fix them promptly via an update rather than treating it as a refund.

I also have to be straightforward about eligibility. The product does not qualify for that reason this request does not qualify for a refund.

Regarding a chargeback: I'd genuinely prefer not to go through a chargeback process. That process typically results in the dispute being closed and the purchase being voided.

Rather than treat these as grounds for a refund, I've already updated the repositories, so the updates are live and available to you.

That's exactly what the support and update commitment is.

Best, Michael

Mvh

Michael Andreuzza Vega

Email: [REDACTED]

Location: Mariehamn, Åland Islands

Web: michaelandreuzza.com

On Mon, 8 Jun 2026 at 01:34, <purchasing@mailguard.com>

Hi Michael,

I'm requesting a full refund for my recent purchase of the product.

The templates are non-functional/broken (links, content, etc). The item is therefore "not as described" or "not working as intended".

Here are a few examples from spending ~15 minutes:

Buio:

- 'Sing up' button text instead of 'Sign up'
- Contact: correct URL is '/contact/' not '/for'

Spazio Bianco:

- Legal: '/legsl/terms/' instead of '/legal/terms'
- 'LimeStripe' image asset is pixelated on all devices
- '/customers/1' has 'Integrations' as the heading
- 'src/components/fundations' instead of 'sources'

When purchasing a product, it's reasonable to expect it to work. I understand according to your refund page (<https://www.spaziobianco.com/refund>).

Please provide a full refund within two weeks. If I do not receive a response, I will escalate this matter.

Thank you for your attention to this matter.

To: Michael Andreuzza <[redacted]>

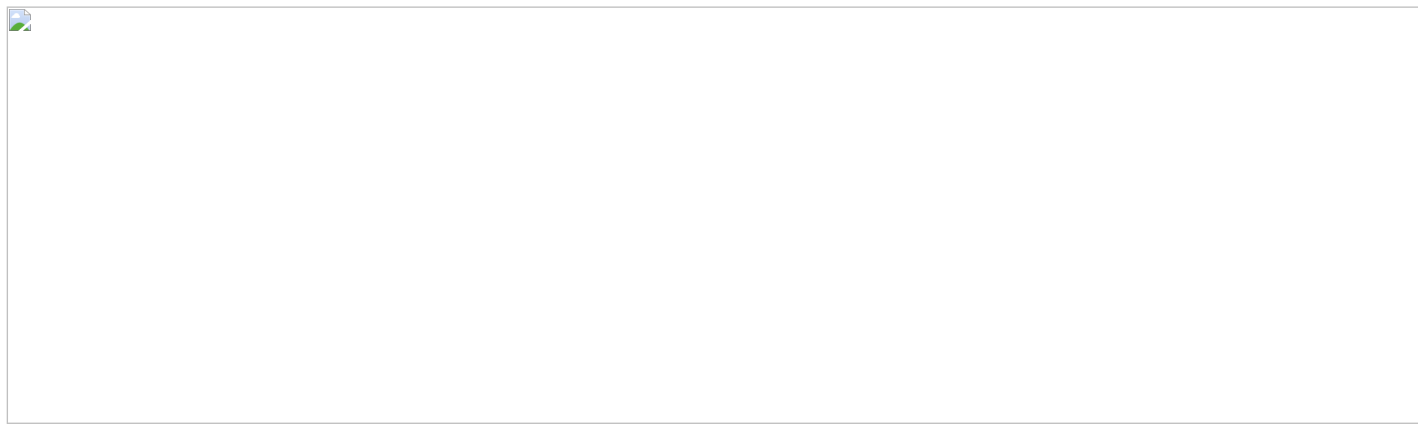
Hi Michael,

Please note: I had to start a new e-mail thread because there are so many issues in each of the templates and the e-mail thread was growing too large to send.

Here are the issues I noticed with the Northbound/Sandstone/Enlightr themes:

Northbound:

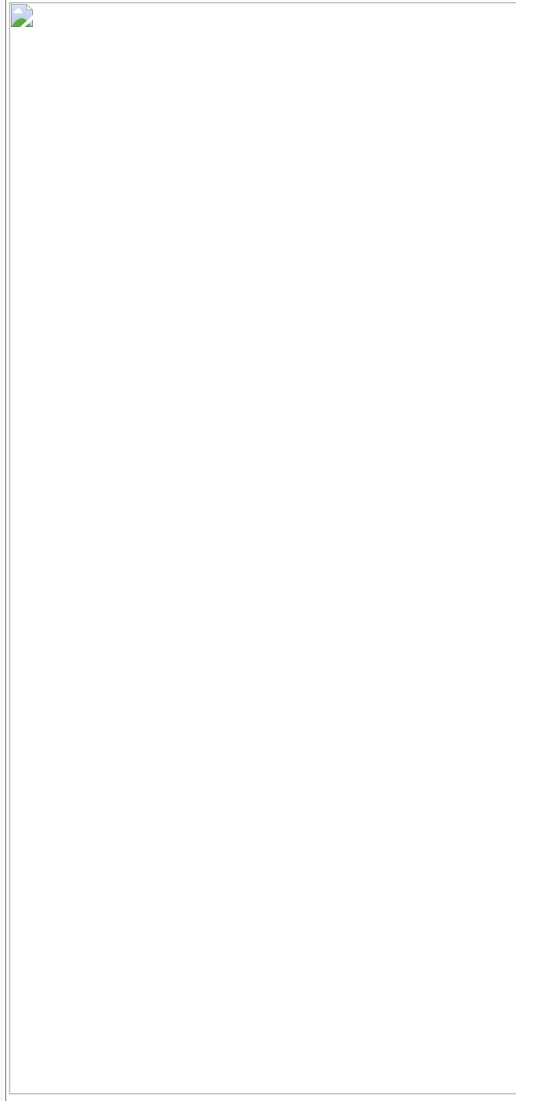
I couldn't even get this one to install:

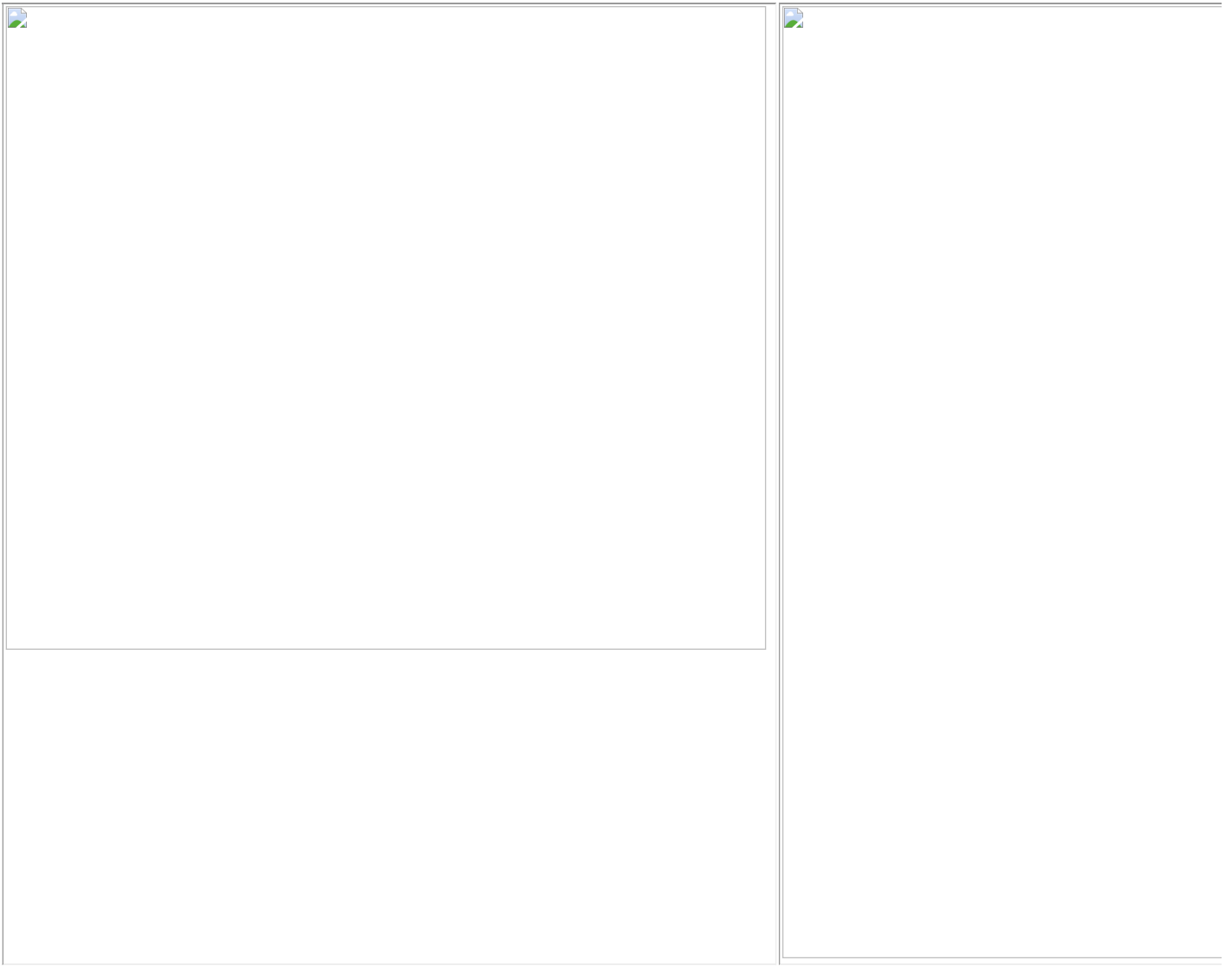


Sandstone:

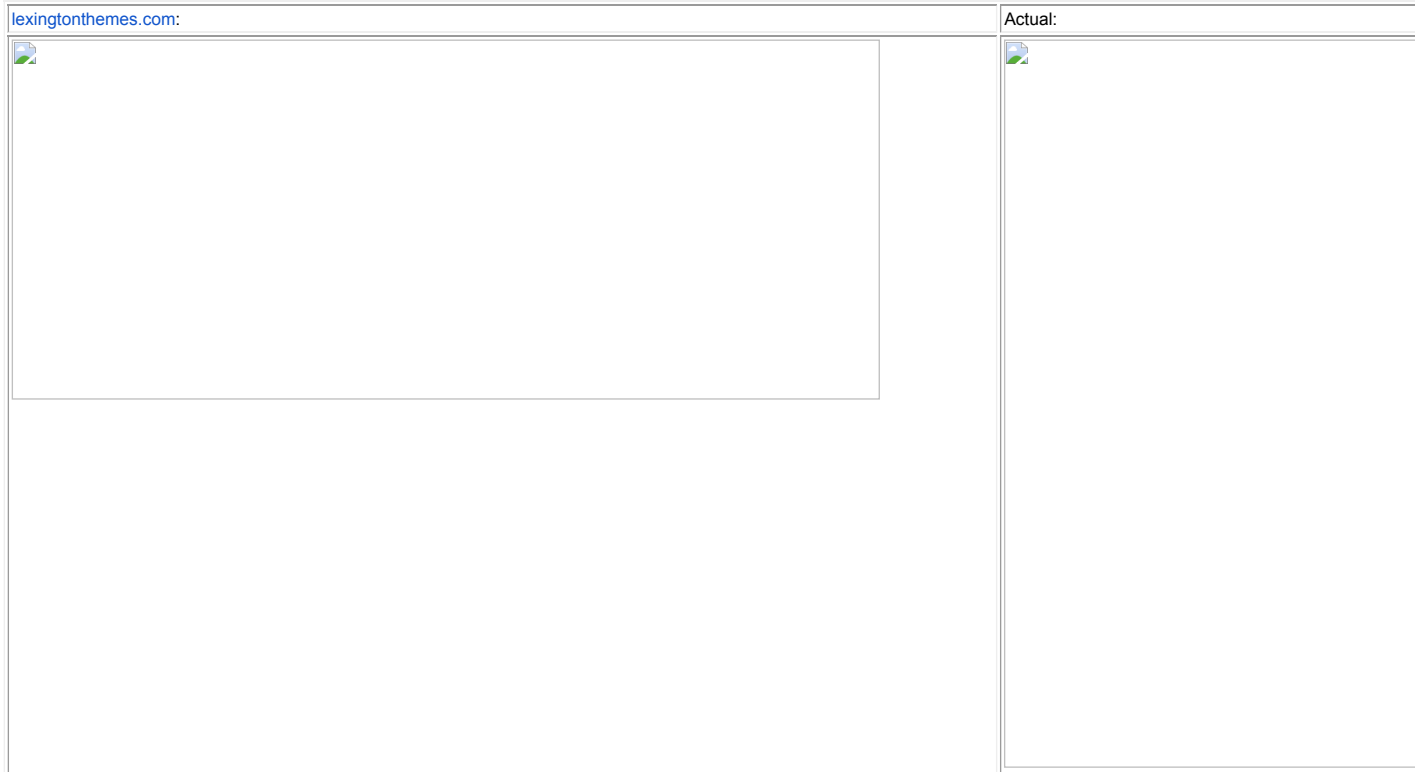
- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Images on multiple pages and components (home, service pages, customer testimonials, blog pages, project pages, team member pages) seem to take up the full width/height of their

lexingtonthemes.com:	Actual:

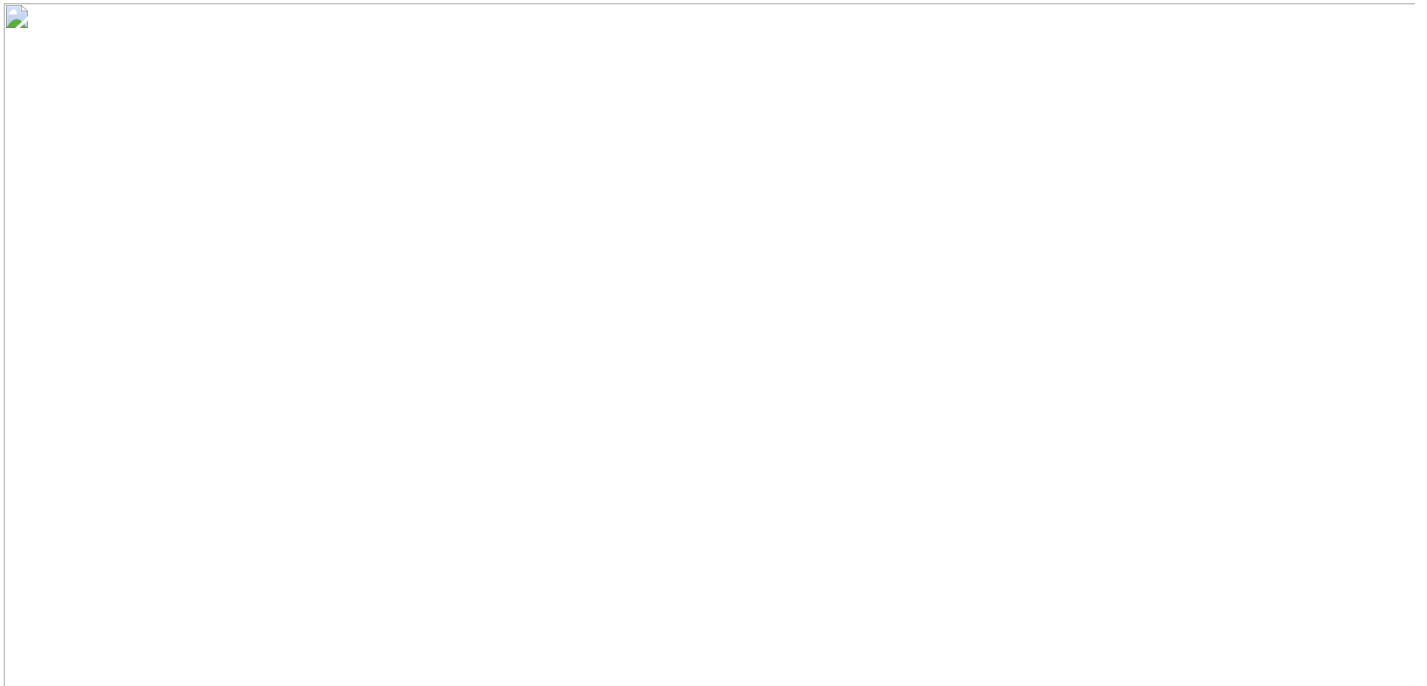




- Latest works component shows images stacked on each other; buttons don't work:



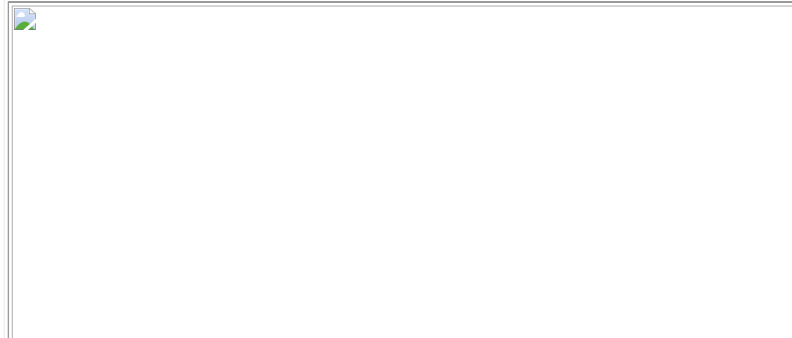
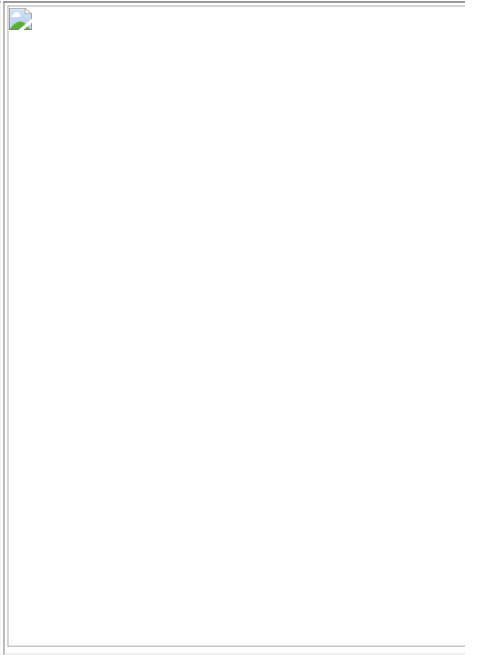
- Colors are missing and/or not displaying correctly:



- Overview > Team > Details link is broken; results in a 404 page

Enlight:

- There is a Vite warning that the installed version is incompatible with the Astro version used (same as other themes)
- Search button doesn't work
- Student/alumni section does not render as an image/card carousel; buttons do not work:

lexingtonthemes.com:	Actual:
	

- 'Enroll now' buttons on pages (Courses, Other courses you might like component, etc) have broken links; result in 404 page

Scott