

BeatBuddy Support support@singularsound.com

To O*****le@aol.com

Hi Mark,

You registered the BeatBuddy on our website for the warranty, but that did not create an account for you on our website. You did not create an account on our main site, which is a separate process, and that is why you do not have an account there.

Keep Rockin'!

Jay, BeatBuddy's roadie

On Tue, 20 Aug at 10:10 AM , Mark F***** <o*****le@aol.com> wrote:

Hi Jay,

Thanks for getting back quickly.

I am registered on the Library site where I have made purchases and as well the forum(s) (both old and new). Each of those have different user names and passwords and I am aware that the Main site is separate from those and it is noted on the login/registration page for the Main site. When I 'registered' my BeatBuddy and the MIDI cable the registration confirmation email came back from " From: Singular Sound <hello@singular.sound.com>" which I would assume to be the 'Main' site. It's been a while since I had registered the products, but to register the product for warranty or other reasons would make little sense to do it on Goran's Library site, thus the Main site.

Bottom line is where do I look or am I able to see the products I've registered on 'singularsound.com'. I've assumed it would be through the account page at singular.sound.com where I had thought I should be registered to(?)

"Also, you need to be signed in to your account on our main site if you want your purchase(s) to be listed in your account."

Since I didn't appear to have an account on the Main site I created one using the email I registered my products with. My purchased/registered products do not appear in any of the account categories. The products were purchased through an online retailer, not Singular. Shouldn't registered products show up in my account (linked to my email) regardless of where purchased?

Question 2 and kind of the reason I wanted see if I could view products I've registered. I'm looking to purchase a 'used' BB MINI 2 from a Craigslist seller. He's had it only a few months and is upgrading to a BB. There is much of the two years still left on the warranty. I don't see anything in the warranty (FAQ info) to state the warranty can not be transferred to subsequent owners. Is there a more complete legalese version of warranty terms on the site or is the FAQ all there is? Basically is the warranty transferable to me if I buy it used?

One of the forum Moderators suggested asking the seller if he registered the BB MINI 2 and that it may make a difference if I can register it for warranty(?) The seller doesn't recall if he registered it and I'm not sure he can find out since I can't seem to locate the registration for my own BB on Singular's site.

Thanks,

Mark F*****

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

From: BeatBuddy Support <support@singularsound.com>
To: o*****le <o*****le@aol.com>
Sent: Tue, Aug 20, 2019 6:57 am
Subject: Re: [#56041] Account Access Problem

Hi Mark,

There are three separate registrations on 3 different sites, all related to us:

- 1) Main site: <https://singularsound.com/>
- 2) Library: <https://library.mybeatbuddy.com/>
- 3) User forum: <https://forum.singularsound.com/>

Being registered in one of the three does not register you to the other two. Also, you need to be signed in to your account on our main site if you want your purchase(s) to be listed in your account.

Keep Rockin'!

Jay, BeatBuddy's roadie

On Mon, 19 Aug at 8:52 PM , Mark F***** <o*****le@aol.com> wrote:

Hi,

I registered my BeatBuddy back on Oct 16, 2017. Just recently I tried to get into my account at <https://singularsound.com/shop/my-account/>. Neither my email or name and a password I thought was correct worked, but an error pops up "invalid email address". I also tried to reset the password using my email and name, but that didn't work and sprung the "invalid" error. Below is the email confirmation I had received upon registration. I also received the email for one free drumset in the premium content. I was getting email notices for a while from SingularSound, but those seem to have stopped.

Was the registration database part of old forum "Cloud" that was lost?

How do I go about getting back into my account and can you tell if the recorded registration of my BeatBuddy still exists?

Thanks,
Mark F*****

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

From: Singular Sound <hello@singularsound.com>
To: o*****le <o*****le@aol.com>
Sent: Mon, Oct 16, 2017 3:38 pm
Subject: Thanks for your Product Registration

Here is a copy of your submission for your records...

| |
|-------------------|
| First Name |
| Mark |
| Last Name |

F*****

Email

*****le@aol.com

Select all the products you've bought:

- BeatBuddy
- MIDI Cable

BeatBuddy Serial #

BB*****4