ChimpStudio - JobCareer Responsive Theme Review

We purchased Jobcareer theme on 24th of April 2017 to use our boutique website (https://www.yeyeppl.com/) and till today we're still fighting with errors and response from theme authors and technical support, etc.

I have to say that, if you are not advanced developer, don't waste your time even have a look this theme. It's better to develop your own theme from zero. Here are the problems we faced during 6 months and really I want to understand the people who gave 5 star with very short description about theme.

- Our problem started at the first time when we were trying to setting up theme. Argument of theme authors was some server requirement was not enough (!) I still don't know what was the wrong about installing theme but we deleted and set it up again, then It worked!
- If you wanna align elements and use wherever you like on pages you don't have any chance because the element of spacer is not irreducible or opposite. Please check screenshot (https://pasteboard.co/GQgCjRx.png) -Code Customization!
- Search box not enough for customize. For example we wanted to add language instead of location but doesn't work. We added codes to path given by theme authors (which only things they do in general) and couldn't work out. -Code Customization !!!
- If you wanna add featured photo to each different job descriptions/offers, it's completely not possible. Job description/offer is using same photo which is employer's profile photo and this gives really ugly look to your website. You have to create so many different employers to share your job offers on your website with the different featured image. Please check screenshot: https://pasteboard.co/GQgG7hd.png -Code Customization!
- If you're looking for ugliest Related Job ever then here you're, https://pasteboard.co/GQgHzmh.png -> Do you wanna change this, then you should do Code Customization.
- We had problem to align footer social media icon (modern footer) and It takes for me to explain 3 times there is error about their theme and theme guys was just deactivating modern footer and putting widget instead of. That was very big problem about support theme, instead of understanding real problem (or pretending) showing another way or solution which not working out for our problem. Here is the problem (https://prnt.sc/g2huui) and that's the theme guy's solution (!) (https://prnt.sc/g3urrd). But at the end (after 3 detailed explanation they solved it, They have the problem that don't accept theme is problematic !!!)
- There are always some design errors, you should find them and report: Some examples; dropdown menus: (https://prnt.sc/g407v2), (https://prnt.sc/gb3e7o) bullet points on job description page, here how it looks like backend (https://prnt.sc/g40aid) this is how it looks like when you publish frontend (https://prnt.sc/g40b0t), when you add languages you need CODE CUSTOMIZATION if they're added randomly (https://prnt.sc/g40eat) or dots of another section can be visible on another menu (https://prnt.sc/gb3fha) ….
Big issue was that if we fix those problems, in the next update we lose the changes

- You should know that "Join Us" and "Sign In" buttons are different on homepage and job offer/description and they affect each other in a bad way somehow when you do any customization. This is how they looks like on homepage: (https://prnt.sc/gb3c64) and this on Job Description page/post: (https://prnt.sc/gb3d4l) and most importantly there is no standard path or code to customize them. Here code customization is not enough!
- SMPT problem. This is really very big and important problem. Since we realized from the first time on October theme guys couldn't solve this problem (Of course, first they wanted us to set up settings which we done with hosting guys) and they make us wait around 10 days (we're still waiting by the way) and they don't let us know why we're waiting, I have to say that they're good to blame hosting guys instead of accepting and solving problem. Here is the screenshot (https://prnt.sc/grxnns) when candidates apply for job they're receiving this e-mail and problem is the link I underlined with red color is broken and it's going very kinda blog page which no idea what's that. Also when we tried to use google api + plugin to setup SMTP it was not possible according to theme we had block and e-mails was drop spam/junk folder.
- Linkedin Credential is completely problem and not working properly. By the way we did what we should do that filled requirements and still doesn't work. They fixed but after updates we lost again proper connection. The thing is there are something done by theme support guy when they solve and you don't know how and what's the solution, when you faced same problem again then you should ask them again, etc. Ss: (https://prnt.sc/grxq56)
- As you can imagine it's necessary to put "Terms and Conditions" checkbox or at least text before candidates or employer register to website. If this is recruitment theme this is one of requirement (I think). So they don't have this as well, Ohh if you want this you know what to do …. CODE CUSTOMIZATION.

We made the choice to buy this theme also trusting the feedbacks of users, but it seems strange that so many people didn't face the problems the theme has. We google the websites built with this theme and from the few dozen results, all faced those problems, when I applied for a job, where I was able, I've got personal email with the credentials or asking me to send directly in the email my CV, nothing automatic. This means we are not the only ones to face such a problems

As a final, we worked with 4 different customer support guys (Nick, Anna, Jack and Tania) and all the time had to give our ftp and admin panel info (in total I had to write 7 times our ftp entry info which it was always in the ticket page and that make lose time for us to solve problems). Oh, by the way If you read somewhere 7/24 Support don't believe, you always have to wait at least one day to get any answer and you see actual working time in ticket file which I shared below.

Customer Support 3 / 5 (They're fine but not the best, I suggest them to understand real problems and ask if they don't understand what customers saying instead of

providing another kinda solution which is not working for us)

Customizability 1 / 5 (Better to write your own theme instead of trying to customize this theme)

Code Quality 3 / 5 (Codes will be good but so complicated to understand where is where. I think they especially wrote complicated to sell their Code Customization service, who knows …)

Feature Availability 2 / 5

Design Quality 2 / 5

Bugs 0 / 5 (Theme full of bugs)

Flexibility 2 / 5

You can find and read out ticket from this link, we just wanna be clear and share our experience with the theme with all details after 6 months. Today is our last day with support guys, still no answer anyway and waited till last minute:

http://www.yeyeagency.com/wp-content/uploads/2017/10/Chimpstudio-__-Support-Ticket-System.pdf