



Technical Help Series

Change Format to Download

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Change Format to Download

After purchasing a design set from Bunnycup Embroidery you may purchase a new machine that uses a different design set format to that which you previously purchased or sometimes the wrong format is selected when making a purchase.

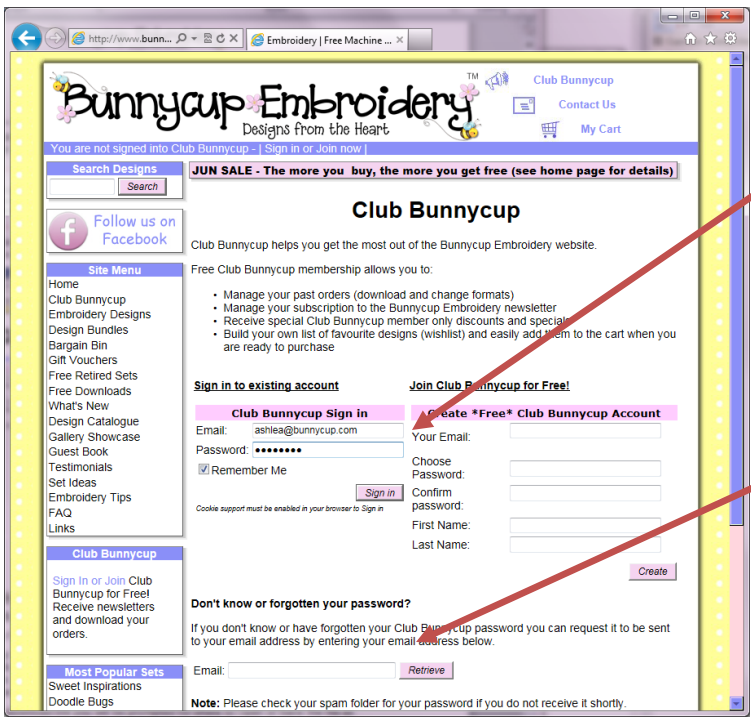
It is possible to change the design set format after purchasing and then download the set again in that new format.

 Bunnycup Embroidery allows the download of a design set five times. To download the design set more than this you must request new downloads to be allowed for your order. When you change the design set format and download the design again this counts towards your design downloads and also limits the number of formats you can download without requesting additional downloads.

To change the design format for an order you must first login to Club Bunnycup. Do this by visiting <http://www.bunnycup.com/cb>. You will need to login with the same email that was used when purchasing your order.

 You must have cookies enabled to login to Club Bunnycup. See your browser help for how to enable cookies. The login will display a message if cookies are required.

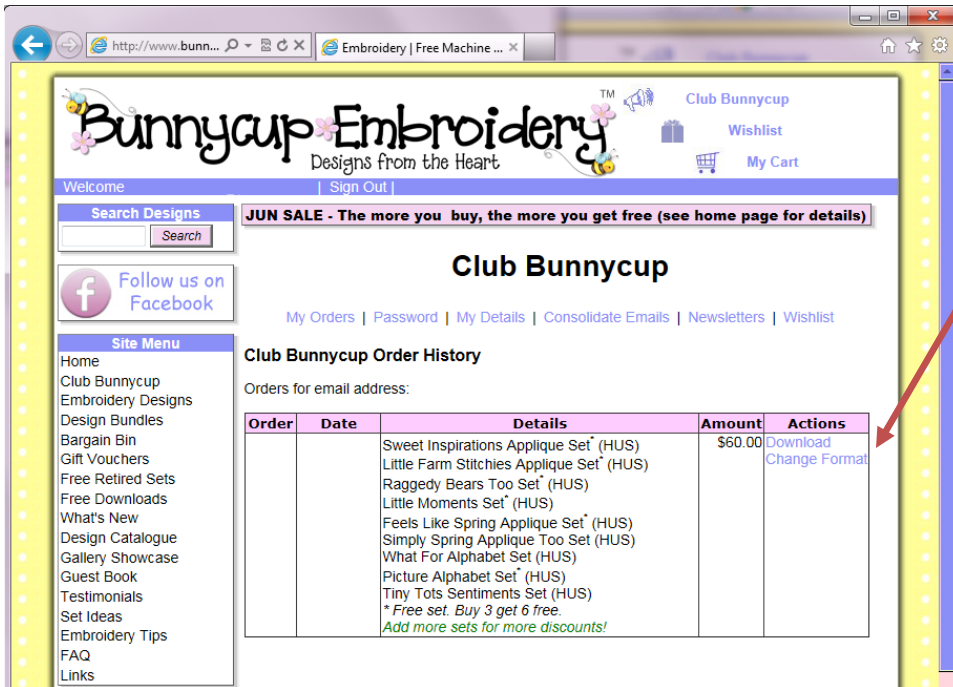
If you do not know your password (sometimes a password may have automatically been assigned to you) or you have forgotten your password use the “Don’t know or forgotten password” function just below the login details section.



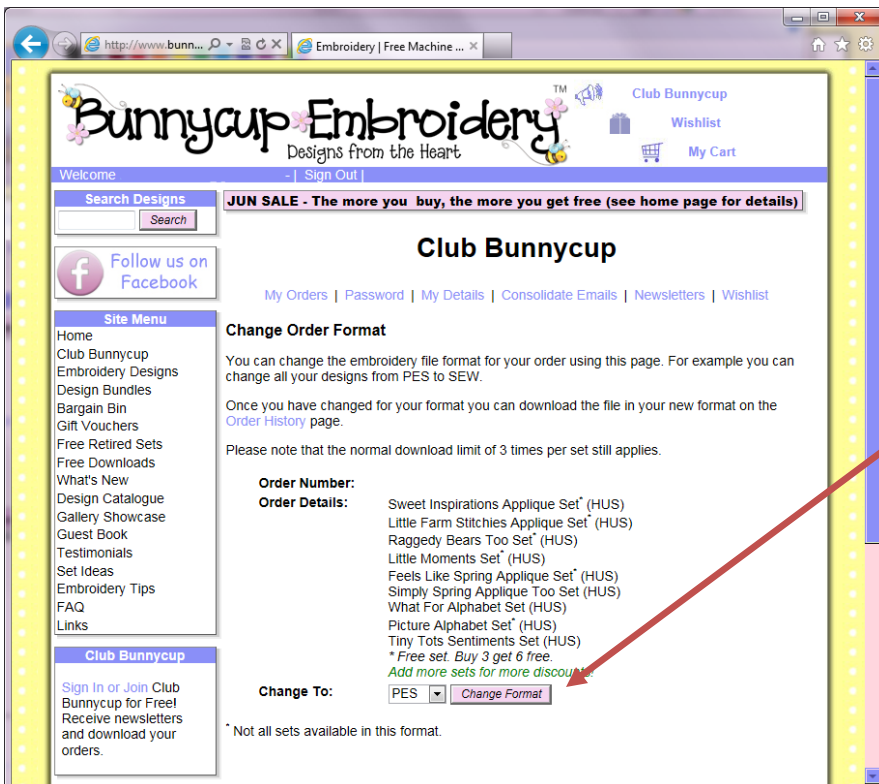
Enter email address and password here

Enter email address here to retrieve password

Once you have logged in you will see a list of your orders. Select "Change Format" for the specific order that you wish to change.



You will then see the Change Order Format page. On this page select the new format that you require and press "Change Format". All design sets in that order will be changed to the format you have selected.



You can then return the "My Orders" page in Club Bunnycup to download your order.

The screenshot shows the Club Bunnycup website interface. At the top, there is a navigation bar with links for "Club Bunnycup", "Wishlist", and "My Cart". Below this is a "Welcome" message and a "Sign Out" link. A search bar is present with a "Search" button. A "JUN SALE" banner is displayed. The main content area is titled "Club Bunnycup" and includes a "My Orders" link, which is highlighted by a red arrow pointing from a box labeled "My Orders" link. Below this, there is a "Club Bunnycup Order History" section with the text "Orders for email address:". A table lists the orders with columns for "Order", "Date", "Details", "Amount", and "Actions". The "Actions" column contains links for "Download" and "Change Format", with a red arrow pointing from a box labeled "Download" link to the "Download" link.

Order	Date	Details	Amount	Actions
		Sweet Inspirations Applique Set* (HUS)	\$60.00	Download
		Little Farm Stitchies Applique Set* (HUS)		Change Format
		Raggedy Bears Too Set* (HUS)		
		Little Moments Set* (HUS)		
		Feels Like Spring Applique Set* (HUS)		
		Simply Spring Applique Too Set (HUS)		
		What For Alphabet Set (HUS)		
		Picture Alphabet Set* (HUS)		
		Tiny Tots Sentiments Set (HUS)		
		* Free set. Buy 3 get 6 free.		
		Add more sets for more discounts!		