

12. Account Transfer

Learn how to transfer your account to a new owner.

- [Transferring your MP Controller account](#)

Transferring your MP Controller account

There are two types of transfers:

1. Transfers from the original owner (purchased new)
2. Transfers of second-hand units (when the seller is *not* the original owner)

Please read the section that applies to your situation.

1. Selling a Unit You Purchased New (Original Owner)

If you are the original owner and wish to transfer your MP Controller account to a new owner, we will process the transfer manually.

Transfer fee: €15.00

Payment via Paypal:

Payment link: <https://www.paypal.com/paypalme/mpmidiAccTransfer>

Or send payment to paypal@mpmidi.com

Payment via Card [here](#)

After payment, please email us from the email address **registered with your MP MIDI account**, including:

1. The MP Controller model (Model 1A, 1A+, or 2A)
2. Full name of the new owner
3. Email address of the new owner

We will then create their account, transfer the license, and send them setup instructions.

Support Eligibility to New Owners After Transfer

Accounts transferred more than 6 months after the original purchase date of new units are not eligible for priority email support.

However, they still receive:

- Free limited email support, and
 - The option to purchase a 2-year standard support package (€85) at any time. If you have purchased a second hand unit and need to purchase a priority support package you can do so from here: <https://www.paypal.com/paypalme/mpmidiAccTransfer>
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2. Selling or Buying a Second-Hand Unit (Not the Original Owner)

If you are not the original owner, a support package is **required** in order to transfer the account and license.

Second-hand Transfer + 2-Year Support Package: €85.00

(Includes the account transfer fee.)

Payment via Paypal:

Payment link: <https://www.paypal.com/paypalme/mpmidiAccTransfer>

Or send payment to [**paypal@mpmidi.com**](mailto:paypal@mpmidi.com)

Payment via card [here](#)

This package applies in the following cases:

- You bought a second-hand unit and want to transfer or sell the account/license to a new owner
- You purchased a second-hand unit for the purpose of reselling it
- The unit has changed ownership beyond the original buyer (new unit)

After payment, please email us from the email address **registered with your MP MIDI account**, including:

1. The MP Controller model (Model 1A, 1A+, or 2A)
2. Full name of the new owner
3. Email address of the new owner

This package transfers the account and provides **2 years of support** for the new owner and they are not transferable. When you purchase a second hand unit the current owner must purchase a support package in order to transfer the account.

UPDD License transfers

We do not sell or transfer UPDD licenses. For transferring a UPDD Touch-base license [**see here**](#).

Important License Transfer Policy

Read before purchasing a used mp controller

We do **not** transfer or sell licenses for used MP Controllers unless the current registered owner submits a written transfer request to us.

If you purchase a used unit without the original owner's cooperation, you will **not** be able to obtain a license or use of the MP Controller's software. Before buying a used MP Controller, please ensure that the original owner is available to request the license transfer.