

# 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.

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## 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\*\*](mailto: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.

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## UPDD License transfers

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

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## 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.

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