

How do I cancel my subscription?

You can cancel your subscription by following the steps below.

If you use iOS:

1. Open *Settings* on your device.
2. Tap your name.
3. Tap *Subscriptions*.
4. Tap the subscription that you want to cancel.
5. Scroll down and tap *Cancel Subscription*. If you don't see *Cancel*, the subscription is already canceled and won't renew.

We'd be happy to do this on your behalf, but unfortunately we can't because it's Apple and not us that manages your subscriptions and payments. We have no control over your subscription and any payments you make.

If you use Android:

1. Open the Google Play Store
2. Check if you're signed in to the correct Google Account
3. At the top right, tap the profile icon
4. Tap *Payments & subscriptions > Subscriptions*
5. Select the subscription you want to cancel
6. Follow the instructions.

How do I request a refund?

If you're dissatisfied with our product, let us first apologize for not meeting your expectations.

If you use iOS, you can ask for a refund through Apple by following these steps:

1. On the Apple sign-in page, sign in with the Apple ID you used to purchase your subscription
2. Tap I'd like to > *Request a refund*
3. Select the reason for the refund request > *Next*
4. Select the purchased item > *Submit*.

You'll be updated by Apple within 48 hours. Unfortunately, we don't manage your Apple subscriptions and payments, so we can't issue refunds directly. For further information on Apple refunds, [refer to Apple Support](#) at the bottom of the linked page.

if you use Android, follow the steps on the [Google Support refunds webpage](#).

More information on Google refunds is available in [Google's refund policy](#).

How long are my photos stored on your servers?

Images uploaded to the app to generate AI Avatars are automatically deleted from our servers after 2 days. Images generated by the app from the photos you uploaded are deleted from our servers after 30 days.

The highest standards of security are applied at all times, in line with current security guidelines, and we use advanced encryption techniques to protect your data. Privacy and data protection are among our core values!

I can't save my avatars to my device. What should I do?

We're sorry to hear that! What you're experiencing might be due to a permission issue. Don't hesitate to check the following:

If you use iOS, make sure that Fotobase AI App has access to your Photos. Go to the *Settings* app on your device, tap on Fotobase, tap on *Photos* and allow photos access by tapping *Add Photos Only*.

If you use Android, make sure that Fotobase has access to Files and media. Go to the *Settings* app on your device and look for the Fotobase app permissions. Ensure the *Allow access to media only* is flagged.

Contact Support

If you have any questions or suggestions about our Terms and Conditions, do not hesitate to contact us at via ohm.sust@gmail.com