



## Customer Support for our Coach Education APP

Welcome to our Subscription FAQ! Here you'll find answers to common questions related to your subscription. If you don't find what you're looking for, please don't hesitate to reach out to our customer support team.

### Managing Your Subscription

#### Q: Can I change or cancel my subscription at any time?

Yes! You can cancel or change your subscription at any time.

If you subscribed via our website;

- Log into your account
- Go to the **Subscription Settings** section
- Select either "Cancel Subscription" or choose a new plan

If you subscribed via the APP store, you will need to:

- Open your phone
- Go to subscriptions
- Cancel your subscription

If you cancel, you will continue to have access to your subscription until the end of your current billing cycle.

#### When will I be charged for my subscription?

Subscription charges occur according to the plan you've selected:

- **Monthly plans:** Billed on the same day of each month.

- **Annual plans:** Billed once per year, on the anniversary of your sign-up date.

**Q: I was charged incorrectly, what should I do?**

If you believe there was an error with your billing, please reach out to our customer support team at [support@elevatenetball.com.au](mailto:support@elevatenetball.com.au). Include your account details, the date of the transaction, and the issue, and we will investigate and resolve it as quickly as possible.

**Q: Can I get a refund if I cancel my subscription?**

Refunds are handled according to our [Refund Policy](#). Generally, we do not offer refunds for subscriptions that have been used for part of the billing period. However, if you feel your case warrants an exception, please contact us at [support@elevatenetball.com.au](mailto:support@elevatenetball.com.au), and we will review it.

**Q: How do I delete my account?**

If you wish to delete your account, please contact our support team at [support@elevatenetball.com](mailto:support@elevatenetball.com). We will process the deletion and confirm once your account is fully removed.

## **4. Subscription Features & Benefits**

**Q: What do I get with my subscription?**

The APP and Website offers different features, which can include:

- Access to exclusive content or services
- Monthly/annual updates or new releases
- Discounts or other subscriber-only perks

**Q: How do I access subscriber-only content?**

Once you are subscribed, you will have access to exclusive content through your account dashboard and APP. Simply log in, navigate to the **Subscriber Content** section, and enjoy!

**Q: Will my subscription automatically renew?**

Yes, all subscriptions automatically renew at the end of each billing cycle unless you cancel before your renewal date. You will receive a reminder email about the renewal a few days in advance.

## **5. Technical Issues & Troubleshooting**

**Q: I'm having trouble accessing my account or content on the website. What should I do?**

First, try these troubleshooting steps:

1. Clear your browser cache and cookies.
2. Try using a different browser or device.
3. Ensure your subscription is active and your payment has been processed.

If the issue persists, please contact us at [support@elevatenetball.com.au](mailto:support@elevatenetball.com.au), and provide details about the problem.

**Q: The website isn't loading properly, what should I do?**

If you're experiencing issues loading the website:

1. Check your internet connection.
2. Try accessing the site from a different browser or device.
3. If you continue to have problems, please contact our support team for assistance.

**Q: The APP won't open, what should I do?**

1. Close the APP and reopen to see if that resolved the issue.
2. Log out and log back in to see if that resolved the issue.
3. If you have continued issues, please reach out and we will investigate for you.

**Q: The videos are freezing, what should I do?**

4. Close the APP and reopen to see if that resolved the issue.
5. Log out and log back in to see if that resolved the issue.
6. If you have continued issues, please reach out and we will investigate for you.

**Q: How do I report a bug or technical issue with the service?**

If you encounter a technical issue, please reach out to our technical support team at [support@elevatenetball.com.au](mailto:support@elevatenetball.com.au) with the following information:

- A detailed description of the issue
- Steps to reproduce the problem (if applicable)
- Screenshots or error messages (if available)

We will investigate and work to resolve it as soon as possible.

## **Troubleshooting Steps for Common Issues**

### **1. Payment Declines or Issues**

If you encounter a payment decline or issue with your subscription, please:

- Verify your payment details (credit card number, expiration date, billing address).
- Ensure you have sufficient funds or credit in your account.
- Contact your bank or payment provider to check if there are any issues on their end.

### **2. Not Receiving Emails or Notifications**

If you're not receiving emails related to your subscription, check your spam/junk folder. If the emails are still not appearing, ensure that the email address on your account is correct. You can also save [elevate@elevatenetball.com.au](mailto:elevate@elevatenetball.com.au) and [support@elevatenetball.com.au](mailto:support@elevatenetball.com.au) as favourites in your inbox and that will mean you won't miss out on New Launches, New Notifications, Updates and more.

### **3. Why is my account locked?**

There may be 3 reasons your account is locked.

- Your subscription needs to be renewed
- You have more than 2 devices logged into your profile. We have each profile set up so that you can access the content on your APP via your phone and tablet if you wish to, more than that will create a lock out and your account is suspended. You will need to provide a reason why your account had additional logins. We cannot guarantee your subscription will be reactivated.
- We noticed different IP addresses were logging into your account. If this is the case, your account will not be re-instated.

## **Still Need Help?**

If you couldn't find an answer to your question, please feel free to reach out to us directly. Our customer support team is here to assist you!

**Email Support:** [support@elevatenetball.com.au](mailto:support@elevatenetball.com.au)

We're committed to ensuring you have the best experience possible with our subscription service!