

## Digital Magazine FAQs

Q: What happens to the remainder of my digital subscription?

A: You will be refunded for the balance of issues outstanding from your subscription by your relevant storefront. If you have any queries on this please contact the storefront through the following support emails:

**Amazon:** support.kindle@pixelmags.com

**Apple:** www.apple.com/support/itunes

**Barnes & Noble:** customerservice@nook.co.uk

**Google:** <http://support.google.com/googleplay/bin/static.py?hl=en&page=ts.cs&ts=2646635>

**Kobo:** <http://kobo.frontlinesvc.com/app/ask>

**Magazines Direct:** ipcsubs@quadrantsubs.com.

**Magzter:** help@magzter.com

**Zinio:** <http://gb.zinio.com/help/index.jsp>

### **For Apple and Amazon users:**

Q: Will I still be able to access the issues I have bought?

A: Yes, although the title has been removed from the App store, your downloaded App will remain on your device and you will be able to access all the issues you have purchased through that App as normal.

Q: Will I be able to restore issues if I delete them from my App?

A: Yes, any issues you have purchased can be restored to your App in the normal way. Go to the Help section of the App for details on how to do this.

Q: What happens if I delete my App?

A: If you delete your App you will lose all the content that was contained within the App and there is no way to restore either the App or the content it contained. Deleting the App means you will lose the content. Please be aware this cannot be reversed

Q: Can I transfer the app I have from one device to another?

A: Requirements:

- You must sync your iDevices to a computer
- You must sign in and authorize this computer with your iTunes account
- Apps can only be transferred between iDevices associated with the same iTunes account (eg you cannot give the app to a friend with a different iTunes account)

1. Open iTunes and click the 'View' menu bar and select 'Show Sidebar' (if the sidebar is already showing, please skip this step)
2. Navigate to 'Apps'
3. If 'Nuts Magazine' is already in your library, please skip to no. 6
4. Plug in the iDevice with 'Nuts Magazine' app installed and when it shows in iTunes, right click the device and select 'Transfer Purchases'
5. Once this has finished, check the app is listed under the 'Apps' section

6. Plug in the iDevice which does not have 'Nuts Magazine' installed on it and select it from the sidebar
7. Select the 'Apps' tab at the top and press the 'Install' button next to 'Nuts Magazine' and then the bottom 'Apply' button

**For Zinio, Google, Barnes & Noble, Kobo and Magzter users:**

Q: Will I still be able to access the issues I have bought?

A: Yes, although the title has been removed from the newsstand, your downloaded title will remain in your library and you will be able to access all the issues you have purchased through the library as normal.

Q: Will I be able to restore issues if I delete them from my library?

A: Yes, any issues you have purchased can be restored to your library in the normal way. Contact the relevant customer services for details of how to do this.

Q: What happens if I delete my Account?

A: If you delete your Account you will lose all the content that was contained within the library and there is no way to restore either the content it contained. Deleting the Account means you will lose the content. Please be aware this cannot be reversed

**If you have any further questions please email: [ipcsubs@quadrantsubs.com](mailto:ipcsubs@quadrantsubs.com)**