

Support Policy

Crazy Commute - Support Policy

Thank you for playing Commute: Rush Hour Path Puzzle! We're committed to providing an enjoyable experience for all our players. This policy outlines the type of support you can expect from us.

1. How to Get Support

For any questions, issues, or feedback, please contact us via email at nathanzakaiem205@gmail.com

2. Supported Issues

We provide support for the following types of issues:

- **Technical Bugs:** Crashes, freezes, unexpected behavior, or game-breaking glitches.
- **Performance Issues:** Significant slowdowns or unresponsiveness that hinder gameplay.
- **Game Functionality:** Problems with game mechanics, level progression, or controls not working as intended.
- **Billing/Purchase Issues:** Problems related to in-app purchases (if applicable) or subscriptions.
- **Feedback & Suggestions:** We welcome your ideas and suggestions for improving the game. While we can't respond to every suggestion individually, we do read and consider them for future updates.

3. Information to Include in Your Support Request

To help us resolve your issue quickly, please provide as much detail as possible, including:

- **Device Type:** (e.g., iPhone 15, iPad Pro)
- **Operating System Version:** (e.g., iOS 17.5)
- **App Version:** (Found in the game's settings or app store page)
- **Detailed Description of the Issue:** What happened? When did it happen? What were you doing leading up to it?
- **Steps to Reproduce:** If possible, describe the steps we can take to experience the issue ourselves.
- **Screenshots or Video:** Visual aids can be very helpful!

4. Response Times

We aim to respond to all support inquiries within 2-3 business days. Please note that response times may vary during weekends, holidays, or periods of high volume.

5. What We Don't Support

- **Gameplay Hints/Walkthroughs:** We encourage players to discover solutions themselves.
- **Cheating/Exploiting:** We do not provide assistance for players attempting to cheat or exploit game mechanics.
- **Account Recovery (if no login system):** If the game does not have an account system, progress may be tied to your device and cannot be recovered if lost.
- **Unsupported Devices/OS:** While we strive for broad compatibility, we may not be able to provide full support for very old devices or outdated operating system versions.

6. Policy Updates

We may update this Support Policy periodically. Any changes will be effective immediately upon posting.