

Technical Support

Introduction

At ToonPro, we are committed to providing reliable and effective technical support to ensure the best possible experience for our users. This policy outlines the scope of our technical support services and the ways you can reach out to us for help.

1. Scope of Support

Our technical support services cover the following areas:

- **Installation Issues:** Assistance with downloading, installing, and setting up AI Chat on supported devices.
- **Account Issues:** Help with creating, accessing, and managing your AI Chat account.
- **App Functionality:** Support with any issues related to the performance, features, or usage of AI Chat.
- **Bug Reporting:** Assistance in reporting bugs, glitches, or unexpected behavior in the app.
- **Compatibility:** Guidance on supported devices, operating systems, and updates required for optimal performance of AI Chat.

2. How to Contact Technical Support

If you encounter any technical issues while using AI Chat, you can reach out to our support team through the following methods:

- **Email:** Contact us at [Insert Support Email Address] for assistance.
- **In-App Support:** Use the "Help" or "Support" option within AI Chat to submit a support ticket or request assistance directly.
- **FAQ and Knowledge Base:** Visit our in-app FAQ section or online knowledge base for solutions to common problems.

3. Response Time

We aim to respond to all technical support inquiries within [Insert Time Frame, e.g., 24-48 hours], depending on the volume of requests. Critical issues, such as app crashes or login problems, will be prioritized.

4. Operating Hours

Our technical support team is available during the following hours:

- **Support Hours:** [Insert Support Hours and Time Zone]
- Requests received outside of these hours will be addressed on the next business day.

5. Updates and Maintenance

AI Chat is regularly updated to improve performance, add new features, and fix bugs. During maintenance periods or major updates, the app may experience temporary downtime. We will notify users in advance of any scheduled maintenance through in-app notifications or emails.

6. User Responsibilities

To help us resolve your issue as quickly as possible, please provide the following information when contacting support:

- A detailed description of the problem.
- Any error messages encountered.
- The version of AI Chat you are using.
- Device information (e.g., operating system, model, etc.).
- Screenshots or recordings of the issue (if applicable).

7. Third-Party Services

If the issue is related to a third-party service or platform integrated with AI Chat, we will assist as much as possible. However, support for third-party services may require contacting those service providers directly.

8. Limitations of Support

We strive to provide the best technical support, but there are some limitations:

- We do not provide support for hardware-related issues (e.g., device malfunctions).
- Support for beta versions or pre-release software may be limited.
- Issues caused by modifications to the app or unsupported versions may not be covered.

9. Contact Us

For any questions or concerns about technical support, please reach out to us at [toonprosupport@outlook.com].