🎬 Got Questions?

We've Got Answers!

👦💻 User Registration & Accounts

How do I register?
Simply download the **SHOTBOX App** from Google Play or the App Store.
Register using your **mobile number, email, or social login** to start watching instantly.

What is the minimum age requirement?
You must be **at least 13 years old** to use SHOTBOX.
Users aged 13–18 can register only with **parental or guardian consent.**

📺 Content Access

What is the free content policy?
Each web series includes **2–3 complimentary episodes.**
To continue watching, you can **use Reward Coins** or **subscribe** for unlimited access.

How are coins redeemed?

- 💰 **10 coins** – 1 Standard Definition (SD) episode
- 💎 **15 coins** – 1 High Definition (HD) episode
- 💥 **20–25 coins** – Special or exclusive episodes

💰 Coin System

How can users earn free coins?

- 📹 Watch sponsored ads → Earn **5 coins** per view
- 🎁 Daily login rewards → Earn **2–10 coins**
- 🤝 Refer friends → Earn **50 coins** per successful referral

What are the coin purchase options?

- Starter Pack – ₹99 for 120 coins
- Popular Pack – ₹199 for 249 coins
- Premium Pack – ₹399 for 499 coins
- Mega Pack – ₹999 for 1200 coins

🔒 Subscription Plans

Available Subscription Plans

- Monthly – ₹399
- Annual – ₹999

Benefits of Subscription

- 🎬 Full access to all web series
- 🚫 Completely ad-free experience
- 🕐 Early access to new releases

- 💥 Exclusive subscriber-only content

How to Cancel Subscription

- **Android:** Google Play Store → Subscriptions → SHOTBOX → Cancel
- **iOS:** Settings → Apple ID → Subscriptions → SHOTBOX → Cancel
- **Web/App Users:** Email your request to **support@shotbox.in**

🪢 Refund Policy

All payments for **coin packs or subscriptions** are **non-refundable**,
except as required under applicable Indian laws.

⚙️ Technical Support

Video not loading or playback issue?
Please try the following:

1. Check your internet connection
2. Clear app cache → Settings > Apps > SHOTBOX > Storage > Clear Cache
3. Update your app to the latest version
4. Still facing issues? Contact **support@shotbox.in**

📞 Contact Us

Feel Free To Ask Anything!
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