

## FAQ

I

Welcome to the IMAXX TV FAQ page. Below, we've compiled answers to some of the most common questions our users have about IMAXX TV. If you have any additional questions, feel free to contact us at [support@imaxxtv.com](mailto:support@imaxxtv.com).

### 1. What is IMAXX TV?

IMAXX TV is India's first hybrid OTT platform that operates on AVOD [Advertising Video on Demand], SVOD [Subscription Video on Demand], and TVOD [Transactional Video on Demand] formats. It provides a wide variety of content, including movies, web series, short films, and shows from around the world.

### 2. What kind of content is available on IMAXX TV?

IMAXX TV offers a diverse selection of content across multiple genres and languages, including:

- Movies
- Web series
- Short films
- Documentaries
- TV shows

We also acquire and stream content with regional and English subtitles, ensuring a wide audience reach.

### 3. How can I watch IMAXX TV?

IMAXX TV is available globally on internet-connected devices. You can stream content directly on your:

- Android smartphone or tablet
- iOS [iPhone/iPad] device
- Windows 10 device
- Smart TV or through compatible casting devices

Simply download the IMAXX TV app from the Google Play Store, Apple App Store, or Windows Store and start watching.

### 4. Is IMAXX TV free?

Yes, IMAXX TV offers a free streaming service through AVOD [Advertising Video on Demand]. In addition, we offer SVOD [Subscription Video on Demand] and TVOD [Transactional Video on Demand] services for exclusive content that requires a subscription or one-time payment.

## 5. How does the subscription model work?

IMAXX TV follows a hybrid model:

- AVOD: Watch content for free with ads.
- SVOD: Gain access to premium content with a subscription fee, billed monthly or annually, depending on your plan.
- TVOD: Rent or purchase content on a pay-per-view basis.

You can select the subscription plan that best fits your entertainment needs.

## 6. Can I download content to watch offline?

Yes! IMAXX TV allows you to download select movies, series, and shows for offline viewing on your Android, iOS, or Windows 10 device. This feature is especially useful if you have limited internet connectivity.

## 7. How do I sign up for IMAXX TV?

To sign up for IMAXX TV:

1. Download the IMAXX TV app on your device.
2. Open the app and click “Sign Up.”
3. Enter your details, such as email, password, and payment [if subscribing to premium services].
4. Follow the on-screen instructions to complete the registration process.

## 8. Can I upload my own content on IMAXX TV?

Yes! IMAXX TV provides a platform for filmmakers, creators, and producers to upload their own content, including films, short films, web series, and shows. You must comply with IMAXX TV’s content guidelines and licensing requirements. For more information, visit our [Content Upload Page](#).

## 9. How can I manage my IMAXX TV subscription?

You can manage your subscription by:

- Logging into your account on the IMAXX TV app.
- Navigating to the “Account Settings” section.
- Here, you can change your subscription plan, update payment methods, or cancel your subscription.

## 10. How do I cancel my subscription?

If you wish to cancel your IMAXX TV subscription:

1. Log into your account on the IMAXX TV app.
2. Go to “Account Settings” and select “Subscription.”
3. Choose the “Cancel Subscription” option and follow the instructions.

Please note that your subscription will remain active until the end of the current billing cycle,

and refunds are not provided for unused time

11. What should I do if I forget my password?

If you've forgotten your password, simply follow these steps:

1. Click "Forgot Password" on the IMAXX TV login screen.
2. Enter your registered email address.
3. You'll receive an email with instructions to reset your password.

12. What kind of ads do I see on IMAXX TV?

IMAXX TV uses targeted ads in its AVOD format to enhance your experience. These ads may be based on your content preferences, location, or device. Our ads follow strict guidelines to ensure they are appropriate and non-intrusive.

13. Does IMAXX TV support multiple devices?

Yes, you can use the same IMAXX TV account on multiple devices, but there may be a limit on how many devices can stream content simultaneously, depending on your subscription plan.

14. What is the refund policy for IMAXX TV?

IMAXX TV subscriptions are non-refundable. Once you subscribe to a plan, it will remain active until the end of the billing cycle. If you cancel, you will continue to have access until the next billing date, but no refunds will be issued for the remaining period.

15. How do I contact customer support?

If you need assistance with your account, subscription, or content, you can contact our customer support team by:

- Email: [support@imaxxtv.com](mailto:support@imaxxtv.com)
- Phone: +91-XXXXXXXXXX [India support]

Our team is available to assist you with any issues or questions.

16. Does IMAXX TV support parental controls?

Yes, IMAXX TV includes parental control settings. You can restrict access to certain types of content based on maturity ratings, ensuring a safe viewing environment for children.

17. Can I change my language or subtitle settings?

Yes, IMAXX TV supports multiple languages and regional subtitles. You can change the audio and subtitle preferences by:

- Clicking on the settings icon during playback.
- Selecting the preferred language or subtitles.

We continuously work to provide more language options for our users.

18. Is IMAXX TV available worldwide?

Yes, IMAXX TV is a global platform, and our content is accessible worldwide. However, some content may be subject to geographical licensing restrictions and may not be available in certain regions.

19. Does IMAXX TV offer exclusive content?

Yes! IMAXX TV offers exclusive content that is available only to our subscribers, such as original web series, movies, and premium shows. This content may be accessed through our SVOD or TVOD models.

20. How do I report a problem with the app or content?

If you encounter technical issues or problems with content, you can report it by contacting us

via email at [support@imaxxtv.com](mailto:support@imaxxtv.com) or through the in-app support feature.

Still have questions? Contact our support team at [support@imaxxtv.com](mailto:support@imaxxtv.com) for further assistance