**📌 Billing & Payments**

🔹 **Q1: Why was I charged even though I canceled my subscription?**  
✔ **A:** If you canceled after your billing cycle started, your account remains active until the cycle ends. You won’t be charged again.

🔹 **Q2: How do I request a refund for an accidental charge?**  
✔ **A:** If eligible, refunds are processed within 3 days. Please check your payment history in your account settings.

🔹 **Q3: My payment failed. What should I do?**  
✔ **A:** Ensure your card details are correct, check for sufficient balance, or try a different payment method.

🔹 **Q4: Can I change my payment method?**  
✔ **A:** Yes! Go to **Account > Billing Details** and update your payment information.

🔹 **Q5: How do I switch to a different Netflix plan?**  
✔ **A:** Visit **Account > Change Plan** to upgrade or downgrade your subscription.

**📌 Streaming Issues**

🔹 **Q1: Why is my Netflix buffering or playing in low quality?**  
✔ **A:** Check your internet speed. Netflix recommends **5 Mbps for HD** and **15 Mbps for 4K**. Try restarting your router.

🔹 **Q2: I get an ‘Error Code’ when trying to play a movie. What should I do?**  
✔ **A:** Restart your device, sign out and sign back in, or check for Netflix app updates.

🔹 **Q3: Netflix isn’t working on my Smart TV. How do I fix it?**  
✔ **A:** Restart your TV, clear the Netflix app cache, or reinstall the app.

🔹 **Q4: Why can’t I cast Netflix to my Chromecast/Fire Stick?**  
✔ **A:** Ensure both your phone and Chromecast are connected to the same Wi-Fi network. Restart both devices.

🔹 **Q5: My subtitles are not showing or are out of sync. What should I do?**  
✔ **A:** Go to **Audio & Subtitles settings** in the playback menu and reselect your language.

**📌 Account Management**

🔹 **Q1: I forgot my Netflix password. How do I reset it?**  
✔ **A:** Click **Forgot Password?** on the login page and follow the instructions.

🔹 **Q2: How do I stop someone from using my Netflix account?**  
✔ **A:** Go to **Account > Sign Out of All Devices** and then change your password.

🔹 **Q3: Can I transfer my profile to a new account?**  
✔ **A:** Yes! Use the **Profile Transfer** feature under account settings.

🔹 **Q4: Why did my profile disappear?**  
✔ **A:** Profiles can only be deleted by the account owner. If missing, check with other users on your account.

🔹 **Q5: How do I enable Parental Controls?**  
✔ **A:** Go to **Account > Parental Controls**, set a PIN, and manage viewing restrictions.

**📌 General Support**

🔹 **Q1: How many devices can stream Netflix at the same time?**  
✔ **A:** It depends on your plan: **Basic - 1 device, Standard - 2 devices, Premium - 4 devices.**

🔹 **Q2: How do I check what devices are using my account?**  
✔ **A:** Go to **Account > Recent Device Streaming Activity** to see active devices.

🔹 **Q3: Can I download Netflix shows to watch offline?**  
✔ **A:** Yes! Select the **Download** button on movies/shows to watch offline.

🔹 **Q4: I keep getting ‘Too Many Users’ errors. How do I fix it?**  
✔ **A:** Someone may be using your account beyond your plan limit. Sign out of all devices or upgrade your plan.

🔹 **Q5: How do I change my Netflix language settings?**  
✔ **A:** Go to **Account > Language Preferences** and select your preferred language.