

FAQs

What is PDFMake?

pdfmake is an online PDF editing and conversion software with a package of features to meet the needs of everyday business work.

Can I use it on mobile?

You can currently use it in your browser and on your ANDROID phone, and we are working on an IOS version.

Is PDFmake free?

We offer a free version in order to meet the needs of ordinary users. At the same time we offer PRO Plan for frequent users to use it without limit of times,

one account can be used in browser, android, ios (under development).

How do I start?

All you need to do to start using it is to register an account.

How do I subscribe?

If you exceed your daily usage limit, you will have the option to open a subscription. Of course, you can do this directly from the subscription page.

How is it charged?

Charges start when the subscription is successful. Your subscription lasts for 30 days (monthly plan). You have until the next charge date (31 days later) to

change your subscription plan, and the change takes effect from the next charge date. When you do not make a change to your subscription plan, the current subscription plan is automatically extended by default.

How do I get my bill?

Each time a successful charge is made, we will send a bill to the email address

you used when you registered. You can change your email address on the personal information page.

How does pdfmake use my data?

We only use user account information for site data analysis activities such as subscription notifications, event notifications, data analysis, and posting ads.

Will pdfmake steal my files?

We do not store or use users' files in any form, and our code does not extract and analyze the content of the files. In other words, your files are private and secure.

The content of my file is not recognized?

Our current version is only available for English, Hindi, Russian, German,

Portuguese and Chinese. Our team will continue to add more language recognition and more features, please stay tuned and support us.

I've forgotten my email account and password?

You can use the phone to receive a verification code to change your password and retrieve your account. If you cannot receive the verification code by phone, please contact our customer service.

How do I close my account?

We are very sorry about this. If you have any suggestions or comments, feel free to send an EMAIL or fill in the information on the 'Contact Us' page. If you

want to close your account permanently, you need to first change your subscription plan to a free plan and then select close account on the account page, now your account is closed and all data will be lost after 30 days.