

## Top 5 Charts of the Week – Subscription FAQ & Troubleshooting

Thank you for your interest in our services. In order to ensure a smooth and enjoyable experience as a client, we would like you to read this document to familiarize yourself with basic housekeeping and troubleshooting. Of course, if you do need extra help or have any questions please get in touch by email or the website: <https://www.topdowncharts.com/contact>

### 1. How do I know if my subscription went through/payment worked?

You should receive a confirmation email from PayPal to the address which you have registered with them. If you do not receive an email from them it is likely that the payment didn't go through for some reason. (see next topic)

### 2. PayPal doesn't seem to be working, how else can I make payment?

Firstly, please try using a different internet browser and/or internet connection if the problem is connection/timeout related. If that does not work or if you have issues with your PayPal account please contact them in the first instance. Failing that you can make payment via Stripe at this link: <https://www.topdowncharts.com/t5cotw-pay>

### 3. How can I change my email address?

Search for the latest edition of the Top 5 Charts of the Week email, scroll to the bottom of the email and click "update your preferences" and then you can change your email address/other details on MailChimp (which is our email list services provider).

### 4. I haven't received any reports yet, what should I do?

Firstly, make sure that you have checked the email which your PayPal account is setup with as this is the address to which we will send the reports. Please see the previous topic on how to change your email address if need be. Finally, please add [callum.thomas@topdowncharts.com](mailto:callum.thomas@topdowncharts.com) to your safe list on your email provider and also check your spam folder to make sure it is not being sent there by error. If you have a private email domain you may also need to add MailChimp to the whitelist.

*Note: reports are normally sent out on Tuesdays (New Zealand Time).*

### 5. How do I UNSUBSCRIBE?

**To unsubscribe please log-on to PayPal and cancel your automatic payment**, your subscription will then be automatically cancelled and you will stop receiving the weekly report at the end of the period to which you are paid up. If you would like to immediately stop receiving any reports you will also need to unsubscribe to the MailChimp email, but our preference is to keep sending the reports until your paid-up period expires to deliver against our promise and obligations to you.

**For instructions on how to cancel your Automatic Payment with PayPal, please see:**

<https://www.paypal.com/mt/smarthelp/article/how-do-i-cancel-an-automatic-payment-i-have-with-a-merchant-faq2058>