

## [Member] I didn't receive Text Me, Vid Chat or Call Me

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MV Stars have 30 days from the purchase date to start the service for Texting, Phone or Vid Chat.

If your service is past due, we encourage you to contact the MV Star through the site's PM to get an updated. If you do not hear back from the MV Star or are no longer able to message them, please reach out to [help@manyvids.com](mailto:help@manyvids.com) with the MV Star's username and the Sales ID; we'll be happy to mediate the purchase and do everything we can to help out!

*Please make sure to report all non-delivered services within 120 days in order to be eligible for a credit.*

