

Managing Your Subscription

BRMB Maps offers three ways to subscribe to the **PRO** plan:

- **Web** (credit?card or PayPal)
- **iOS App Store**
- **Google Play Store**

Below is a step?by?step guide for canceling, upgrading, and troubleshooting each platform. Screenshots are linked to help you navigate the UI.

1. Cancel a PRO Subscription

Platform	How to Cancel
Website	<ol style="list-style-type: none">1. Log in at https://brmbmaps.com.2. Click your username in the top?right corner ? User Dashboard.3. Select Settings?>?Your Plan.4. Click Cancel Automatic Payment.
iOS App Store	<ol style="list-style-type: none">1. Open App Store.2. Tap your profile picture in the top?right.3. Select Subscriptions.4. Find BRMB?Maps and tap Cancel Subscription.
Google Play Store	<ol style="list-style-type: none">1. Open Google Play Store.2. Tap the profile icon (top?right).3. Go to Payments & subscriptions?>?Subscriptions.4. Select BRMB?Maps and tap Cancel Subscription.

“ **Note:** If you subscribed via the web, the cancellation will stop future charges but you can still use the PRO features until the current billing period ends.

2. Resolve Subscription Issues

- Google Play – **Fix subscription issues**
- Apple iTunes – **Fix subscription issues**
- BRMBMaps.com - Contact support with your email or username for the app..

3. Request a Refund

Store	Refund Process
Apple iTunes Store	https://support.apple.com/en-ca/HT204084 – “How do I request a refund for an App Store purchase?”
Google Play	https://support.google.com/googleplay/answer/2479637?hl=en&sjid=8517244894522933406-NA – “How do I request a refund for a subscription?”
BRMBMaps.com	Contact support with your email billing statement or PRO purchase history.

“ If you’re part of a Family Sharing plan on iOS, the subscription can only be cancelled by the Family Member who owns the Apple ID.

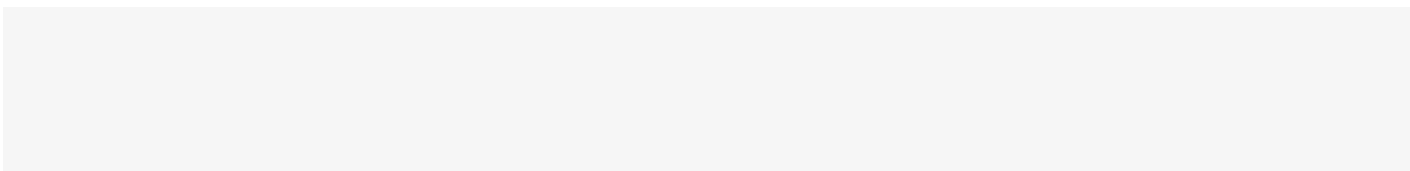
3. Locate the Receipt to Cancel a Subscription

1. Search your email inbox for the phrase “**receipt from Apple.**”
2. Open the receipt and **verify the Apple?ID** used for the purchase.
Apple receipt showing Apple?ID

“ **Family?Shared Subscription** – If the receipt shows another family member's Apple?ID, that member must cancel the subscription.
Multiple Apple?IDs – Sign in with the Apple?ID that appears on the receipt and cancel from the App Store.

3. Upgrade from Free to PRO

On the BRMB Maps Website



1. **Open User Dashboard** – click your username ? **User Dashboard**.

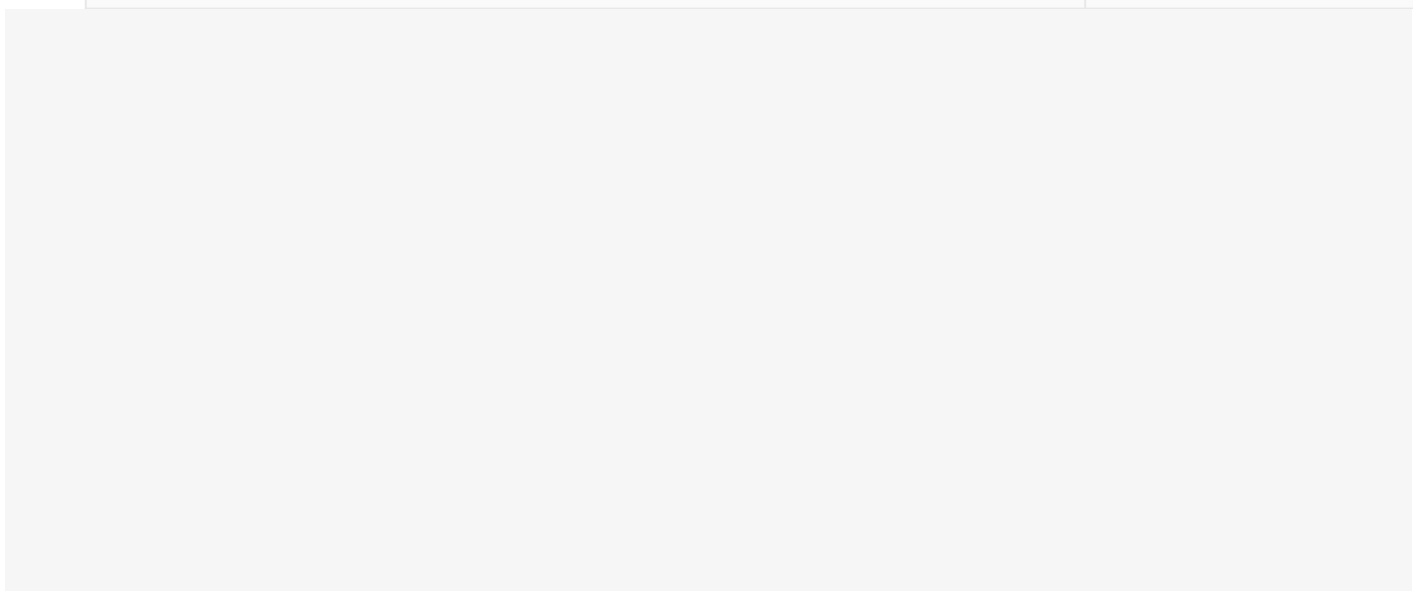
The screenshot shows a user dashboard with a sidebar on the left and a main content area. The sidebar is titled 'Settings @backmatt' and contains several menu items: 'General', 'Notification', 'Your Plan' (highlighted in orange), 'Switch to business', 'account', 'Custom Map Orders', and 'Help'. The main content area is titled 'Your Plan' and features a large orange card with a map icon and the text 'MONTHLY PRO'. To the right of the card, it displays '\$3.5/MONTH' and 'MONTH-BY-MONTH payment'. Below this, it states 'Gives you access to the PRO Platform for 1 MONTH' and includes a 'Change Plan' button. Further down, it shows 'Subscriber Since Aug 24, 2020' and 'Expiry Date Dec 28, 2024'. At the bottom of the plan section is a button that says 'Pay with Credit Card/PayPal'.

2. Click the **Settings** button (top?right).
3. On the left sidebar choose **Your Plan**.
4. Click **Upgrade to Pro** or **Change Plan** to switch to a different plan.

“ **Tip:** The upgrade takes effect immediately and you’ll be charged for the new billing cycle.

3. Technical Resources

Resource	Description
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The screenshot shows a user's settings page. On the left is a sidebar with the following items: Settings (@backmatt), General, Notification, Your Plan (highlighted), Switch to business, account, Custom Map Orders, and Help. The main content area is titled 'Your Plan' and features a large orange card with a map icon and the text 'MONTHLY PRO'. To the right of the card, it displays '\$3.5/MONTH' with 'MONTH-BY-MONTH payment' below it, and 'Gives you access to the PRO Platform for 1 MONTH' with a 'Change Plan' link. Below the card, it shows 'Subscriber Since Aug 24, 2020' and 'Expiry Date Dec 28, 2024'. At the bottom of the plan section is a button that says 'Pay with Credit Card/PayPal'. A small orange 'X' icon is in the top right corner of the plan section.

Web?based user dashboard (Settings ? Your Plan).

4. Quick Reference

Action	Platform	Link
Cancel PRO (website)	Website	https://brmbmaps.com
Cancel iOS subscription	iOS App Store	https://support.apple.com/en-ca/HT202039
Cancel Google subscription	Google Play	https://support.google.com/googlegplay/answer/9818348
Refund (iOS)	iTunes	https://support.apple.com/en-ca/HT204084
Refund (Google)	Google Play	https://support.google.com/googlegplay/answer/2479637?hl=en&sjid=8517244894522933406-NA

Pro tip: Keep a copy of your subscription receipt (email or app?store screenshot) handy; it's the quickest way to identify which Apple?ID or Google?ID is managing the subscription.

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