

1. Never subscribed to Deezer

- a. Create an account on www.deezer.com (via your internet browser on a computer)
- b. Open a new window and go to www.deezer.com/gift then enter your code
- c. Enjoy an unlimited streaming music service

2. Already a Deezer subscriber

- a. Log in on www.deezer.com (via your internet browser on a computer)
- b. Open a new window and go to www.deezer.com/gift then enter your code. Your code will activate itself at the end of the current subscription month
- c. Enjoy an unlimited streaming music service

3. Apple / iTunes subscriber

If you subscribed to Deezer via your Apple (iTunes) account, you will have to unsubscribe directly on Apple <https://support.apple.com/en-gb/HT202039>

4. Subscriber via Deezer but wanting to change offer

**Only Family to Premium
Premium to Family, go directly to procedure #2**

You will have to cancel your subscription :

- a. Log in to your account on deezer.com with your computer
- b. Click on your profile picture on the top right of the screen
- c. Select Account Settings
- d. Go to Manage my subscription
- e. Choose Cancel my subscription
- f. Choose a reason for termination and press Confirm

After cancellation of the Deezer Premium option, your account is automatically repositioned on the Deezer Free offer (at the end of the current subscription month).

Your preferences (favorites, playlists, etc.) remain accessible via the Deezer app.

The code (via the activation process) can only be activated when your offer is changed to Deezer Free.

After-Sales Service

Please send your requests to contact-cse@deezer.com and mention:

- the e-mail address used to log in to your Deezer account
- the Deezer code you received