

Procedures for activating your gift code

1 New on Deezer ?

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

2 Already subscribed to Deezer ?

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

3 Subscriber via Apple/iTunes

If you subscribed to Deezer via your Apple (iTunes account), you will have to unsubscribe directly on Apple. More information is available on [this Apple support article](#).

4 Subscriber via Deezer but wanting to change offer

To switch from a Family plan to a Premium plan: You will have to cancel your subscription.

- a. Log in to your account at deezer.com from a computer
- b. Select your user profile icon at the top right
- c. Select Account Settings
- d. Go to Manage my subscription
- e. Select Unsubscribe
- f. Choose a reason for termination and click on 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 from the Deezer application.

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 codes@deezer.com and mention:

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