

Why did my payment fail?


Sometimes payments fail. There are many reasons why this can happen. Whatever happened we will make sure you get what you paid for.

Try this first

Go to the game's Settings or VIP menu and tap the "RESTORE" button. This will likely fix your issue

Got a VIP issue?


So you want to become a VIP but something is going wrong after you made the payment? Let's solve that for you.

 Try this:

1. Check your email for a payment to the app store. If you haven't received an email it's likely that the purchase failed even before you made a payment. In this case you can always try purchasing again.
2. If you received the payment email it means you have made the payment. Go to the game's Settings or VIP menu and tap the "RESTORE" button. This will likely fix your issue!

Got a Pearls or Gems issue?

You bought some in app currency but haven't received it? Let's solve that for you.

 Try this:

1. Check your email for a payment to the app store. If you haven't received an email it's likely that the purchase failed even before you made a payment. In this case you can always try purchasing again.
2. If you received the payment email it means you have made the payment. Send us a message and we will send you a code that will redeem your purchase.
3. Please supply the name of the item you bought that way we can help you quickly.

Still need help?

If none of the above solutions worked for you, it's time to [contact our support team](#). Be sure to mail a copy of the payment from the app store.