

MealMaster Support & FAQ

Version 1.0

Effective date: February 9, 2026

Service provider	Mobilife LLC
Address	Russia, Belgorod region, Belgorod, Korolyova 2a, 714
Support email	contact@mobilife.io
Support page	https://trymealmaster.firebaseio.com/support

1. Contacting Support

You can contact MealMaster support using one of the methods below:

- Email support: contact@mobilife.io
- In app: Profile -> Report a problem (include description and optional screenshots).
- Public support page: <https://trymealmaster.firebaseio.com/support>

2. What to Include in a Support Request

To speed up investigation, please include:

- Short problem summary and expected result.
- App platform (Android or iOS), app version, and device model.
- Steps to reproduce the issue.
- Screenshots if available.
- Account email used in the app (if relevant).

3. FAQ

Q: I cannot sign in to my account. What should I do?

A: First check email and password. If needed, use Reset password in the login flow and confirm mailbox access.

Q: How do I change my meal plan?

A: Open Plans and regenerate a plan or replace selected meals. You can also choose a new start date.

Q: How do I delete my account and data?

A: Open Profile -> Account and Sync -> Delete account. Public instructions are available at <https://trymealmaster.firebaseio.com/legal/account-deletion>

Q: How do I report a bug or suggest a feature?

A: Use Profile -> Report a problem or Suggest feature and attach screenshots if needed.

4. Legal and Privacy Links

- Legal landing: <https://trymealmaster.firebaseio.com/legal>
- Privacy Policy: <https://trymealmaster.firebaseio.com/legal/privacy>
- Terms of Use: <https://trymealmaster.firebaseio.com/legal/terms>
- Account deletion: <https://trymealmaster.firebaseio.com/legal/account-deletion>

5. Important Notice

MealMaster is not a medical service and does not provide medical diagnosis or treatment. For medical concerns, consult a qualified healthcare professional.