

Baklava FAQ

How can I cancel my subscription?

Follow the below instructions to manage Apple store (iOS) subscriptions:

Go to your iPhone Settings > iTunes and Apple Store > Click on your Apple ID > Scroll down and click on Manage > Subscriptions > Baklava

Follow the below instructions to manage Play Store subscriptions (Android):

Go to Playstore > Baklava> Subscriptions > Cancel

Can you tell us why you decided to cancel your membership with Baklava?

How do I get off the Waitlist?

Review takes up to one business day. Please make sure to upload at least 3 photos showing your face clearly and authentically, complete your prompts and write your bio!

How can I request a refunds

All refund requests are processed by the AppStore or Google Play. When you receive your purchase receipt for the subscription, click “report a problem” and follow the step-by-step guides.

How do I change my name on my profile?

Please email us the phone number associated with your account and name change request. You may only use your real name or nickname.

How do I correct my age?

Please go to the edit profile screen then find where your age is displayed below your profile pictures. Tap on the age tab and change your age.

I just subscribed, but I’m not getting any likes?

Please make sure you’ve completed your profile with photos, prompts, bios, etc. Consider being flexible with your age and distance preferences to widen your reach through the community. More importantly, make sure you’re sending out likes and comments on pictures!

I subscribed to Boost, but I ran out of likes. What’s the point of subscribing?

Users with a Boost get 3x the daily likes within 12 hours. It also offers access to your Likes list, Second Look, Read Messages, and explore options. If you want unlimited likes, please upgrade to a Gold membership

I suspect there's a fake profile, what do I do?

Please report the profile and email us screenshots and any additional proof of the account in question.

What happens when I block a profile?

No, blocking someone will permanently remove both profiles from both ends.

Can I unblock a profile?

This action is not possible at the moment. The only way you can come across blocked profiles again is to create a new account

How do I delete my account?

To delete your account, please go to the settings screen, scroll down, click delete account.

How do I deactivate my account?

To deactivate your account without deleting it, please go to the settings screen, scroll down, delete account, go inactive.