

Baklava App - Frequently Asked Questions (FAQ)

Account Management

How do I create an account?

Download Baklava from the App Store or Google Play. Sign up using your phone number, email, or Apple/Google account. Follow the steps to set up your profile.

Can I delete my account permanently?

Yes. Go to Settings > Delete Account.

Can I temporarily deactivate my account?

Yes. Choose "Go Inactive" under account settings instead of deleting.

Can I recover my account after deletion?

No, account deletion is permanent. You must create a new account.

Profile & Privacy

How do I edit my profile?

Go to Profile > Edit Profile to update your photos, bio, and prompts.

Can I change my name?

Yes, but you must email customer support with your phone number and a valid reason.

Can I change my age?

Yes, tap your age field under Profile > Edit Profile.

Why do I need to verify my profile?

Verification reduces fake profiles and improves your chances of getting matches.

What photos are not allowed?

No group photos, celebrity images, explicit content, or misleading pictures.

Can I hide my profile?

Yes, if you are a Gold member, enable Incognito Mode in Settings.

How do I block or report someone?

Go to their profile, tap "i", scroll down, and select "Report" or "Block".

What happens when I block someone?

They won't see your profile, and you won't see theirs.

Can I unblock someone?

No, blocking is permanent unless you create a new account.

Subscription & Payments

How do I subscribe to Baklava Premium?

Go to Settings > Subscription and select a plan.

How do I cancel my subscription?

iOS: Go to Settings > Apple ID > Subscriptions > Baklava > Cancel.

Android: Go to Google Play > Subscriptions > Baklava > Cancel.

How do I request a refund?

Refunds are handled by Apple App Store or Google Play Store via "Report a Problem" in your receipt.

Why was I charged after canceling my subscription?

Cancellations apply to the next billing cycle. You keep benefits until then but won't be charged again.

What do I get with Baklava Boost?

Boost triples your daily likes and gives access to Second Look, read receipts, and exclusive filters.

Why did my subscription renew automatically?

All subscriptions renew by default unless canceled before the next billing date.

Likes, Matches & Messaging

Why am I not getting likes or matches?

Ensure your profile is complete (photos, bio, and prompts). Be active, send likes, and adjust filters (age, distance, etc.). Try changing your first photo to improve engagement.

How do I see who liked me?

Only Premium users can see the "Likes You" list.

Can I undo a left swipe (pass)?

Yes, but only with Boost or Gold membership.

How do I send a message?

Messaging is available only after a mutual match.

Can I delete or unsend messages?

No, messages cannot be deleted or unsend after being sent.

Safety & Security

How do I report a fake profile?

Tap "Report" on their profile and provide details.

What should I do if someone asks for money?

Never send money to anyone. Report the profile immediately.

How can I stay safe when meeting someone in person?

Video call first before meeting. Inform a friend or family member where you're going. Meet in public places and avoid sharing personal details too soon.

Technical Issues & Troubleshooting

Why is the app crashing or not loading?

Ensure you're using the latest app version. Check your WiFi or mobile data connection. Try restarting your phone or reinstalling the app.

My location is incorrect. How do I fix it?

Enable location services for Baklava in your device settings.

Why didn't I receive a verification code?

Ensure your phone number is correct and automated texts are not blocked.

How do I turn notifications on/off?

Go to Settings > Notifications on your device.

Why was my account banned?

Accounts are banned for violating community guidelines (e.g., harassment, spam, fake profiles). If you believe your ban was a mistake, contact customer support to appeal.

Additional Features & Special Requests

What is "Second Look"?

A premium feature that lets you revisit profiles you previously swiped left on.

Can I change my search preferences (distance, age, etc.)?

Yes, go to Filters > Adjust Preferences.

Can I search for specific users?

No, Baklava does not allow direct searches for specific people.