



Mobile app purchases FAQ and error messages

Tags: **ACG**

Purchased a membership through the mobile App? We've got your questions covered below.

Common questions

Who am I billed by when I purchase through the mobile app?

You will be billed directly by the Apple App Store or Google Play Store, not by A Cloud Guru.

I have a billing issue, who do I talk to?

For any payment-related issues that occur via the Apple App Store or Google Play Store, contact Apple or Google support. If you're not sure how you purchased or if you purchased through other means, [contact our Support team \(opens email form\)](#).

How do I unsubscribe or re-subscribe to ACG on the app?

On your Apple device:

1. Go to **Settings**.
2. Tap your name at the top of the screen.
3. Tap **Media and Purchases**.
4. Tap **Subscriptions**.
5. Find your ACG subscription and unsubscribe or resubscribe.

For more information, visit [Apple's help center \(external site, opens in new tab\)](#).

On your Android device:

1. Open the **Google Play Store**.
2. Tap your profile icon in the upper-right corner.
3. Tap **Payments and subscriptions** in the menu.
4. Tap **Subscriptions**.
5. Tap the ACG subscription.

Note: If you cancel your subscription and the remaining time on your subscription has expired, see instructions to set up your subscription again on the [Google Play Help Center \(external site, opens in new](#)

tab).

How do I get a ?

Review [ACG's policy](#). All payments made through your Apple ID account are controlled and managed by Apple or Google. You should have access to your paid subscription level until the end of the billing period.

Important: Apple requires cancellation 24-hours prior to the end of your billing period. We've outlined the process to [request s from Apple and Google](#) for your convenience.

I have deleted my app but I still get charged for ACG.

You'll need to first cancel your subscription via Apple ID or Google Play account before deleting the app. Make sure you follow the process to [cancel your subscription and delete your account](#).

I keep getting an error message when trying to purchase on the mobile App

Unfortunately, errors can occur when attempting to purchase on the mobile app. Fortunately, we have compiled a list of troubleshooting tips.

- **MISSING_RECEIPT_FILE**
The system is unable to find your subscription receipt. Try checking if your Apple account is currently signed into your device.
- **INELIGIBLE_ERROR**
Unfortunately you're not eligible for this subscription offer. Try choosing another subscription.
- **INSUFFICIENT_PERMISSIONS_ERROR**
You're unable to subscribe due to a permission error. Make sure you're signed into your Apple account.
- **PAYMENT_PENDING_ERROR**
You've already started a pending subscription purchase. Try checking your parental controls on this device.
- **PRODUCT_ALREADY_PURCHASED**
You've already purchased a subscription. Try refreshing your purchases.
- **PRODUCT_NOT_AVAILABLE_FOR_PURCHASE**
You're unable to subscribe to this product. Subscription is not currently available on this device.
- **PURCHASE_INVALID**
You're unable to subscribe at this time. Try checking your payment method.

Let us know if you have any additional questions or need help by [contacting our Support team \(opens email form\)](#).

If you need help, please email [Pluralsight Support \(opens email form\)](#) for 24/7 assistance.