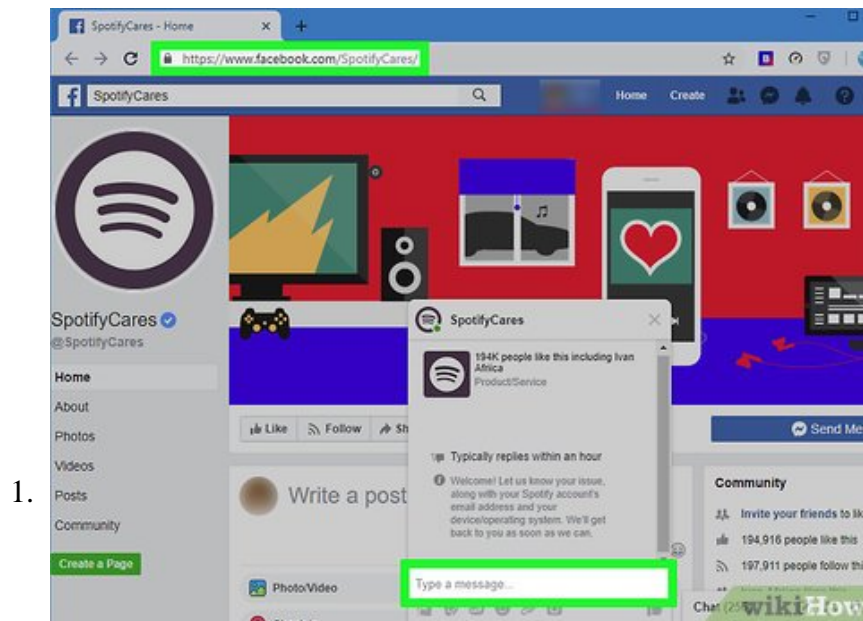


# How to Contact Spotify

If you want to contact Spotify, the best way to do so is online. If you have a problem with your account or are encountering technical issues, you can either get in touch with Spotify's customer support team via social media or by filling...

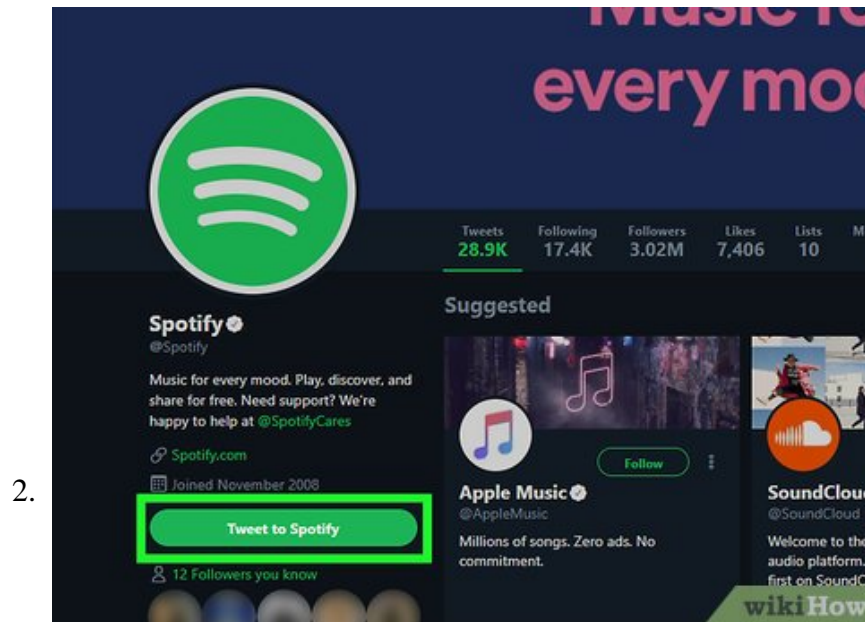
Method 1 of 2:

## Getting in Touch with Customer Support



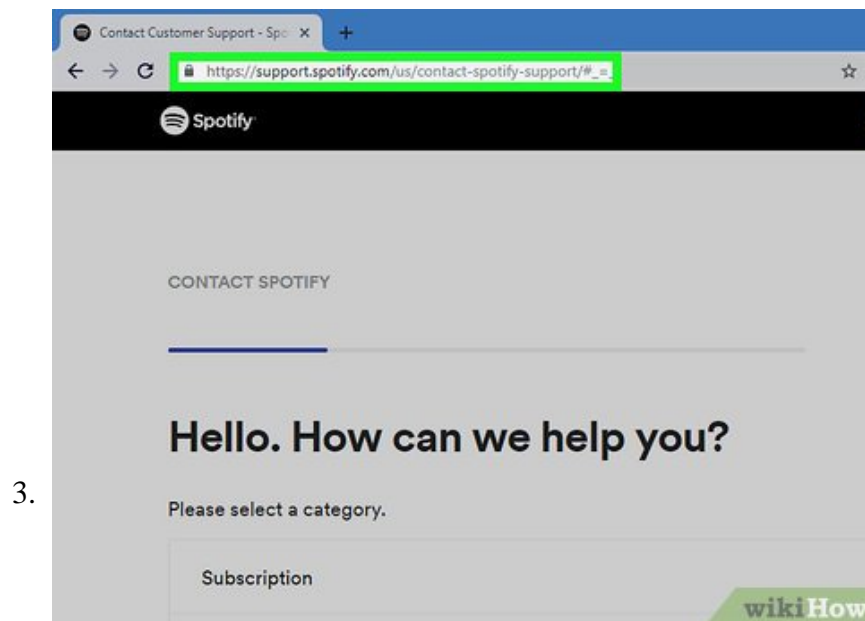
**Send a message to customer support through Facebook.** If you have a Facebook account, you can lodge a complaint or ask for help on Spotify's official support page. Simply click the blue 'Send Message' bar, and write down your issue in the message box. You can find Spotify's support page at this link: <https://www.facebook.com/SpotifyCares/>.<sup>[1]</sup>

1. If you're contacting Spotify about a problem related to your account or a payment issue, include in your message the email address that's attached to your Spotify account.
2. If your issue is tech-related, include details about what type of device and operating system you're using.
3. It typically takes the Spotify support staff on Facebook a few hours to reply to queries.



**Get Spotify support's attention on Twitter.** If you have a Twitter account, you can send public messages to Spotify by adding @SpotifyCares to your message. This contact method works well if you're having any technical issues with the website or want to report incorrect information on the site. If you have a payment issue or other personal query, send a direct message (DM) instead.<sup>[2]</sup>

1. When sending Spotify a public message, don't include any personal information, like your email address or bank card number.
2. Twitter is usually the fastest way to get in touch with Spotify's customer service team.



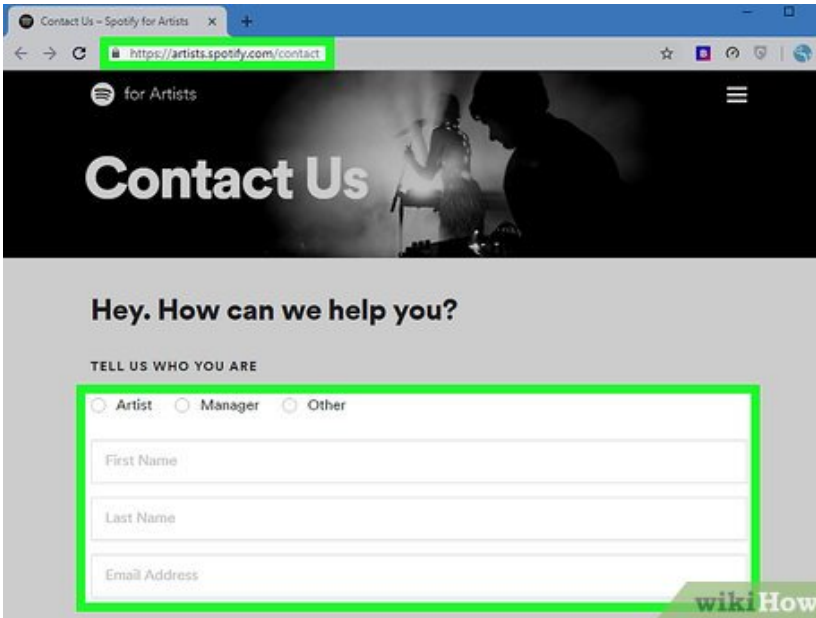
**Fill out a contact form on your account to ask a question.** To fill out a contact form, visit the 'Contact Spotify' page at: <https://support.spotify.com/us/contact-spotify-support/>. Click on the category you have a question about, and keep clicking on the links until you see a blue bar with the words 'I still need help' pop up. After clicking on this bar, type your question into the message box.<sup>[3]</sup>

1. Contacting Spotify by filling out a contact form is easiest to do on a desktop computer.

Method 2 of 2:

## Making Business-Related Inquiries

1.

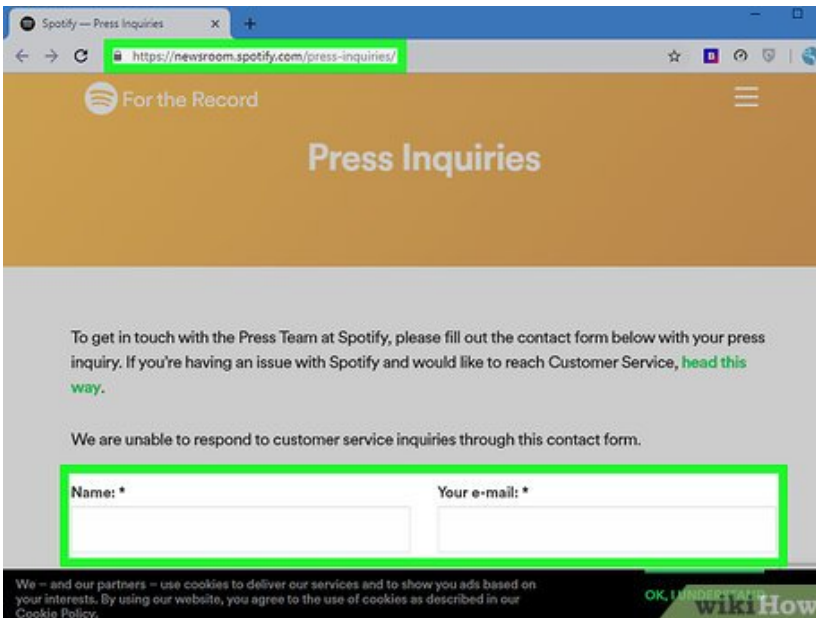


1. Spotify's artist support team will send their response to the email address you provide.

**Contact Spotify via its social media channel for artists if you're an artist.** Start by visiting the page <https://artists.spotify.com/contact>. Then, fill out all the information on the online submission form, and write your question in the text box. When you're done, just click the green 'submit' button.<sup>[4]</sup>

1. Spotify's artist support team will send their response to the email address you provide.
2. You should hear back from Spotify support within a few hours.

2.



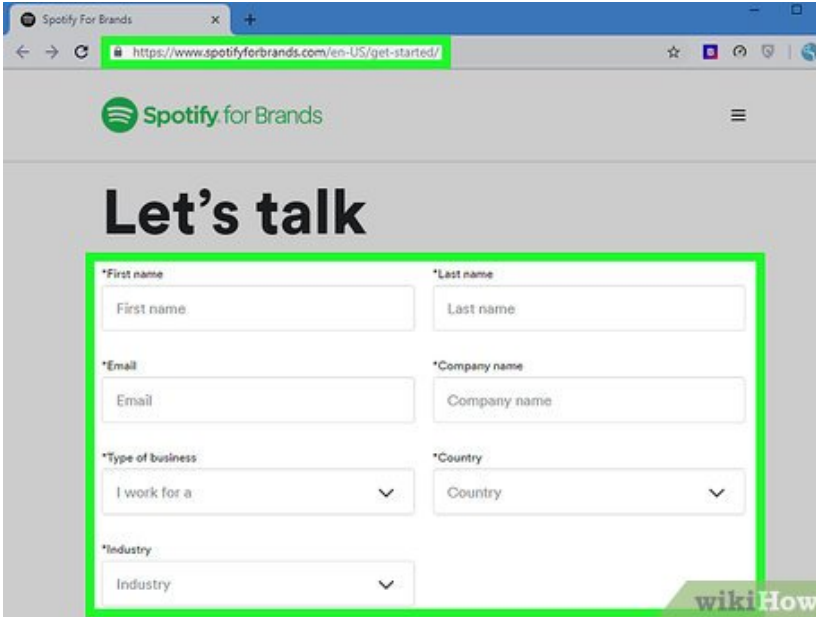
2. We are unable to respond to customer service inquiries through this contact form.

**File a press inquiry on 'For the Record' if you're a journalist.** If you want to reach Spotify's Press Team, visit the press inquiries page on Spotify's social media channel for journalists, 'For the Record,' at: <https://newsroom.spotify.com/press-inquiries/>. Then, simply fill out the contact form on the page that pops

up.<sup>[5]</sup>

1. Spotify's Press Team will respond to your inquiry either by email or phone.
2. Be sure to include the deadline for the story you're writing.

3.

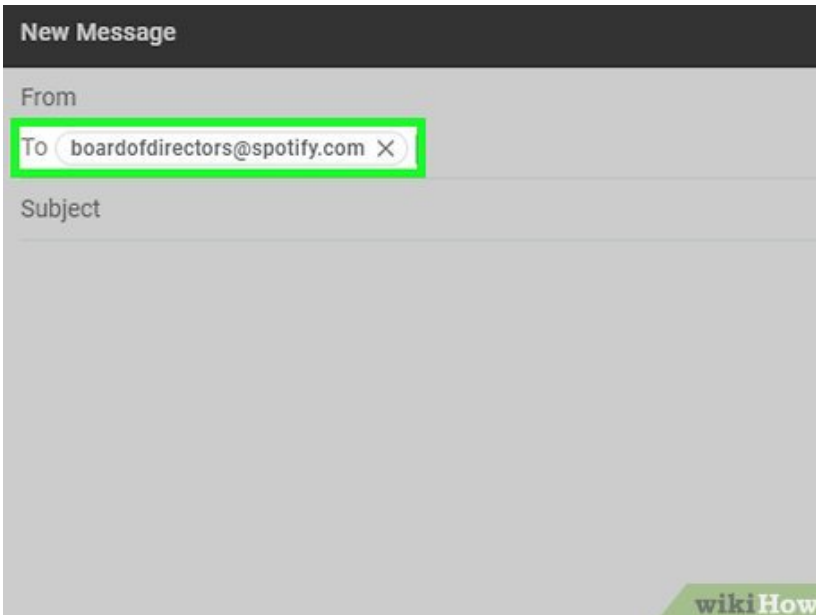


The image shows a web browser window with the URL <https://www.spotifyforbrands.com/en-US/get-started/>. The page title is "Spotify for Brands" and the main heading is "Let's talk". A contact form is highlighted with a green border. The form fields are: \*First name, \*Last name, \*Email, \*Company name, \*Type of business (with a dropdown menu showing "I work for a"), \*Country (with a dropdown menu showing "Country"), and \*Industry (with a dropdown menu showing "Industry"). A "wikiHow" watermark is visible in the bottom right corner of the screenshot.

**Fill out a contact form on 'Spotify for Brands' to discuss advertising.** If you or your company wants to market your product or service on Spotify, start by submitting a contact form on Spotify's social media channel for brands. You can find this contact form at: <https://spotifyforbrands.com/en-US/get-started/>.<sup>[6]</sup>

1. When you fill out the contact form, you'll need to write down your name and email, the name of your company, and other relevant information, including your marketing objectives.

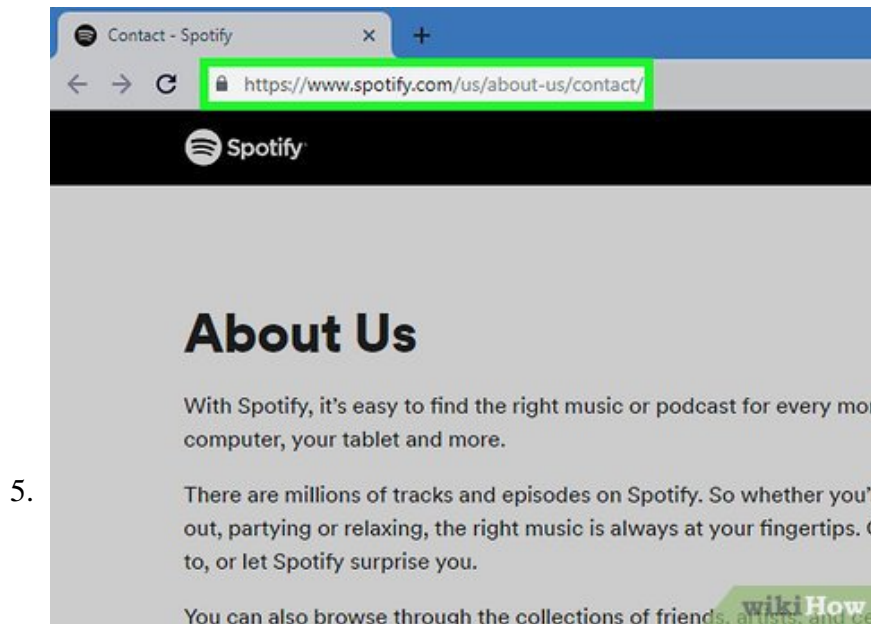
4.



The image shows an email composition screen titled "New Message". The "From" field is empty. The "To" field contains the email address "boardofdirectors@spotify.com" with a close button (X) to its right. The "Subject" field is empty. A "wikiHow" watermark is visible in the bottom right corner of the screenshot.

**Get in touch with Spotify by email if you're an investor.** If you're a Spotify stockholder and want to reach the company's Board of Directors or a specific Director, you can send a message to: [boardofdirectors@spotify.com](mailto:boardofdirectors@spotify.com). If you have a question for the company's Investor Relations department, on the other hand, send your email to [ir@spotify.com](mailto:ir@spotify.com).<sup>[7]</sup>

1. When you're writing to a specific Director, be sure to address them in the 're: line' of your email.



**Reach out to Spotify HQ and other Spotify offices via mail or email.** If you need to get in touch with 1 of Spotify's many offices around the world, you can find its physical address and email address on the Spotify website. Just look for the office you want to get in touch with by visiting the following page: <https://www.spotify.com/us/about-us/contact/>.<sup>[8]</sup>

You finished reading the article "**How to Contact Spotify**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.