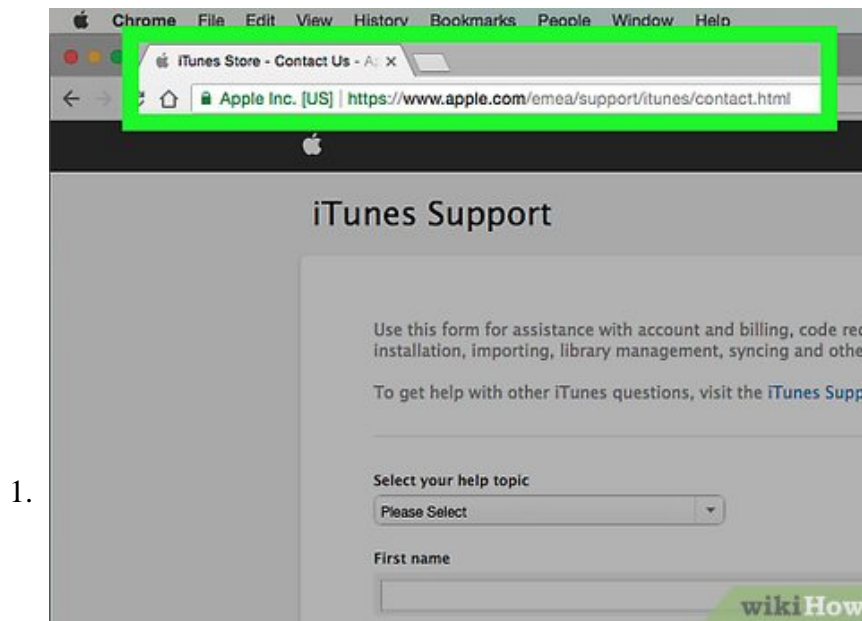


How to Contact the iTunes Store

If you need to get in touch with the iTunes store but have no idea where to start, go to their website. Choose the reason why you're contacting them and iTunes will tell you the best way to contact them or give you options. For example,...

Method 1 of 2:

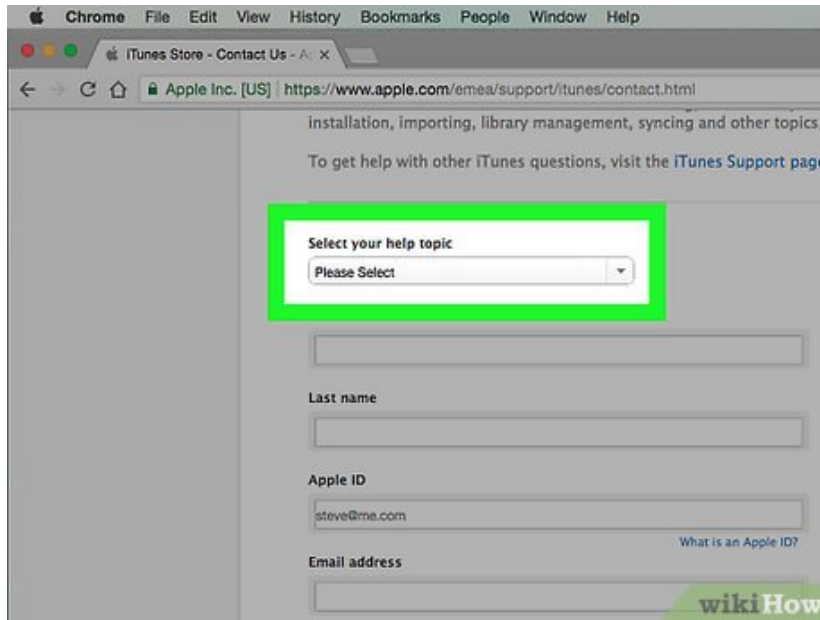
Filling Out an iTunes Support Form



Go to Apple's website to access the online iTunes support form. You can access the form directly by going to <https://www.apple.com/emea/support/itunes/contact.html>.

1. The iTunes support form lets you submit a question or concern related to the iTunes store.

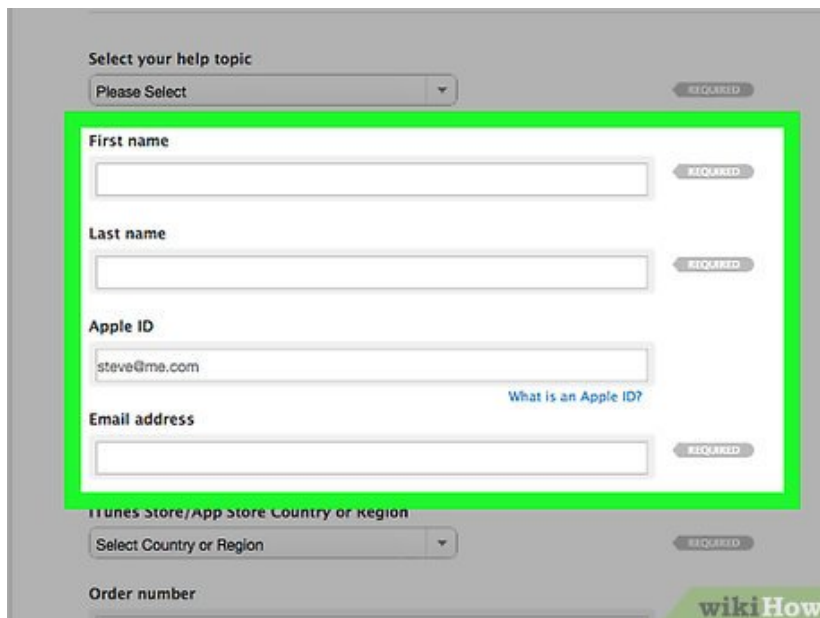
2.



Select a help topic from the drop-down menu. Once you've found the form, you'll be able to choose a topic that's related to your concern. If you don't see a relevant topic, contact Apple support instead. Drop-down menu topics include:^[1]

1. Account billing
2. Account security
3. iTunes cards and codes
4. Authorization
5. Connecting to the iTunes store
6. Downloading purchases
7. App, book, movie, music, tv show, 3rd party subscriptions, or podcasts
8. iTunes U

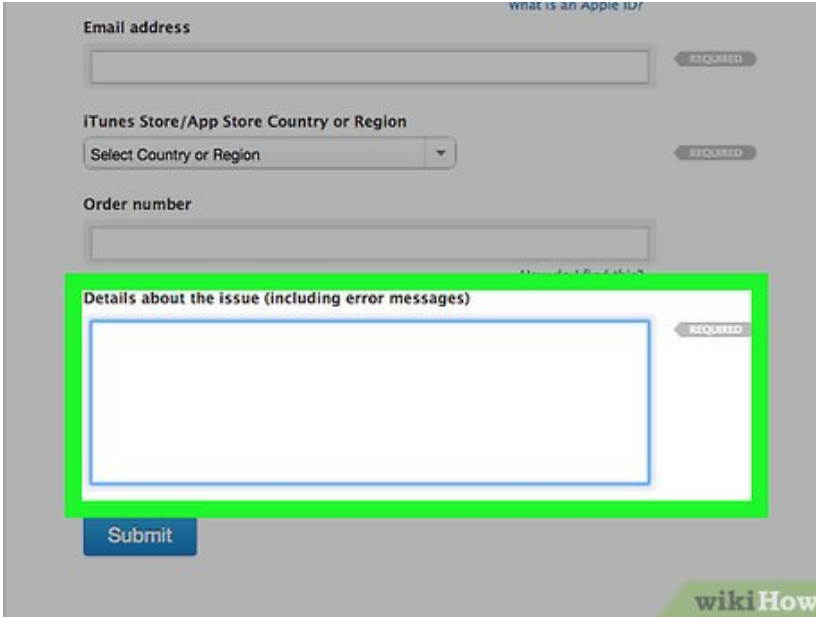
3.



Provide your contact information. The form will ask you to give your name, phone number, and region.
[2]

1. If you'd like, you can also give your Apple ID and order number if it's relevant to your concern.

4.

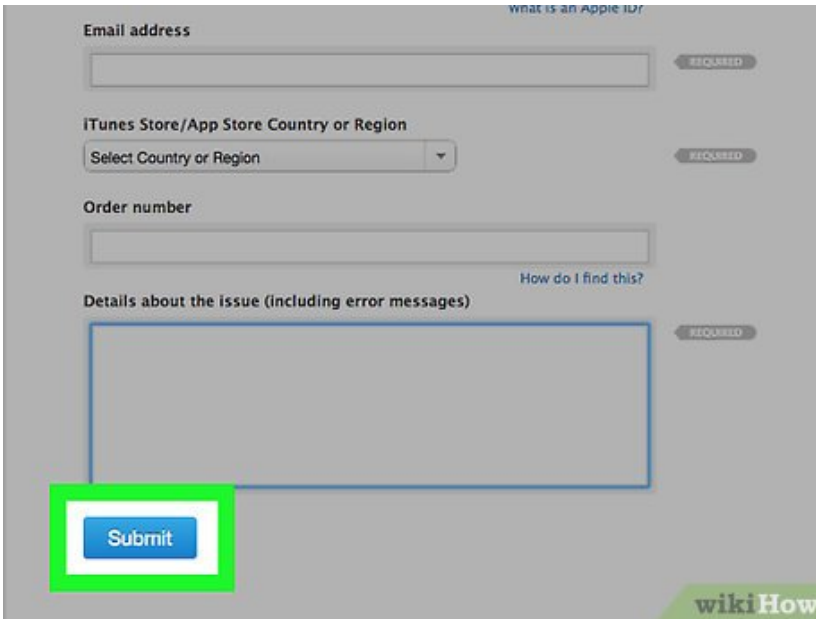


The screenshot shows a support form with the following fields: 'Email address' (text input, REQUIRED), 'iTunes Store/App Store Country or Region' (dropdown menu, REQUIRED), 'Order number' (text input), and 'Details about the issue (including error messages)' (text area, REQUIRED). The text area is highlighted with a green border. A blue 'Submit' button is located at the bottom left. A 'wikiHow' logo is in the bottom right corner.

Write a description of your concern. You'll see a space to give a detailed description of the issue you're trying to resolve. If you're handling an error message, include it in the description.^[3]

1. Try to be as specific as possible so the person reviewing your form is able to help resolve your problem.

5.



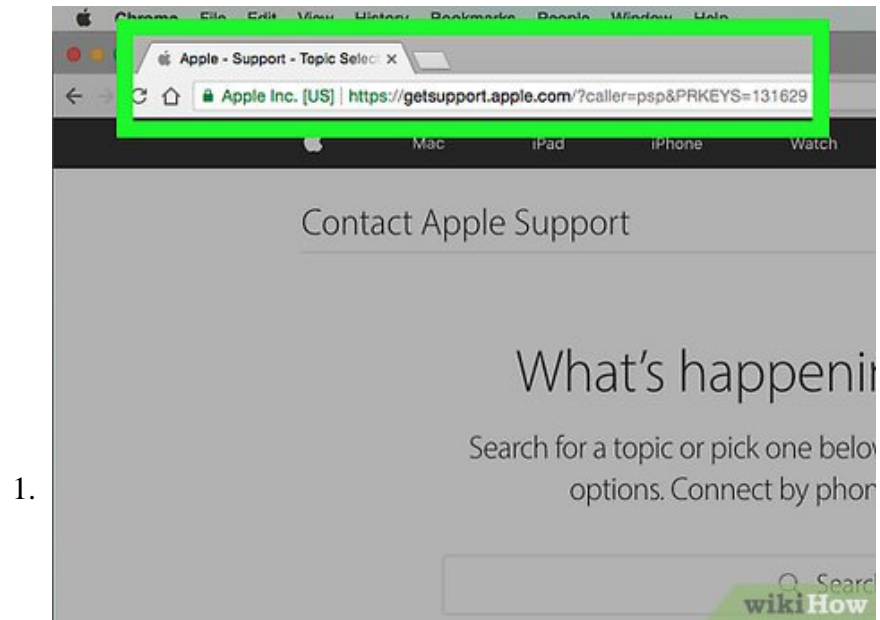
The screenshot shows the same support form as above. In this version, the blue 'Submit' button at the bottom left is highlighted with a green border. The 'Details about the issue' text area is no longer highlighted.

Submit the form. Click the "Submit" button at the bottom of the form after you've filled out all of the required fields. After you submit your form, a representative should get back to you via email within 24 hours.

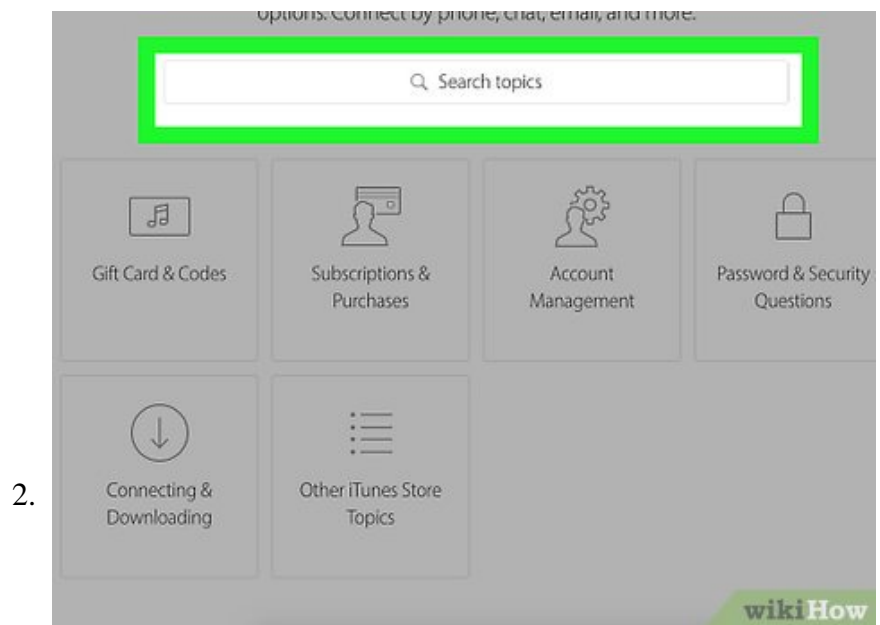
1. If you don't hear back within 24 hours, check your email's spam folder to see if the response is in there.

Method 2 of 2:

Using Apple Support Resources



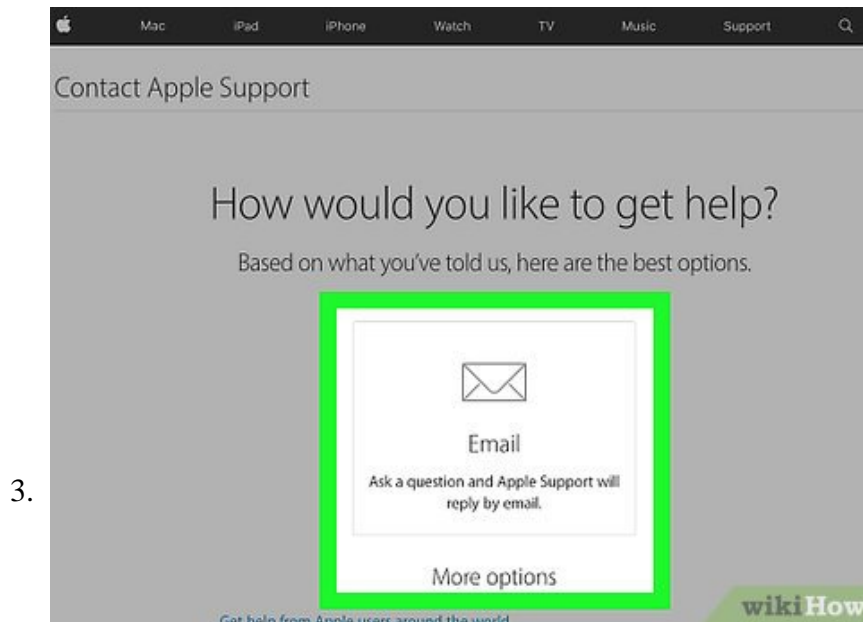
Access the iTunes support page on Apple's website. Go to <https://getsupport.apple.com/?caller=psp&PRKEYS=131629> to access the main support page for iTunes.



Search or select a topic. You'll come to a screen that allows you to search for a topic to contact iTunes about. You can also pick a topic and see the ways to get in touch. Choose 1 of these topics on their support page:^[4]

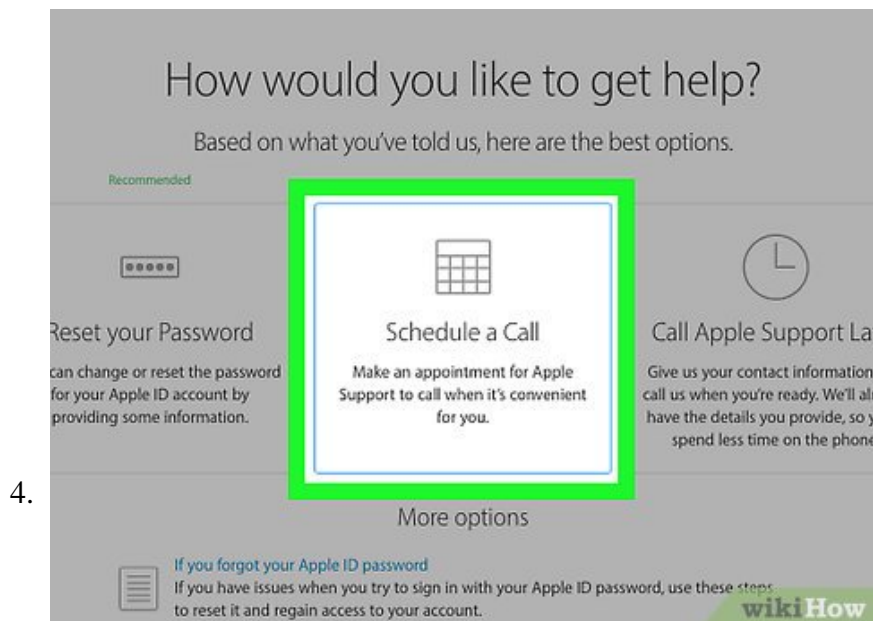
1. Gift card and codes
2. Subscriptions and purchases
3. Account management

4. Password and security questions
5. Connecting and downloading
6. Other iTunes store topics



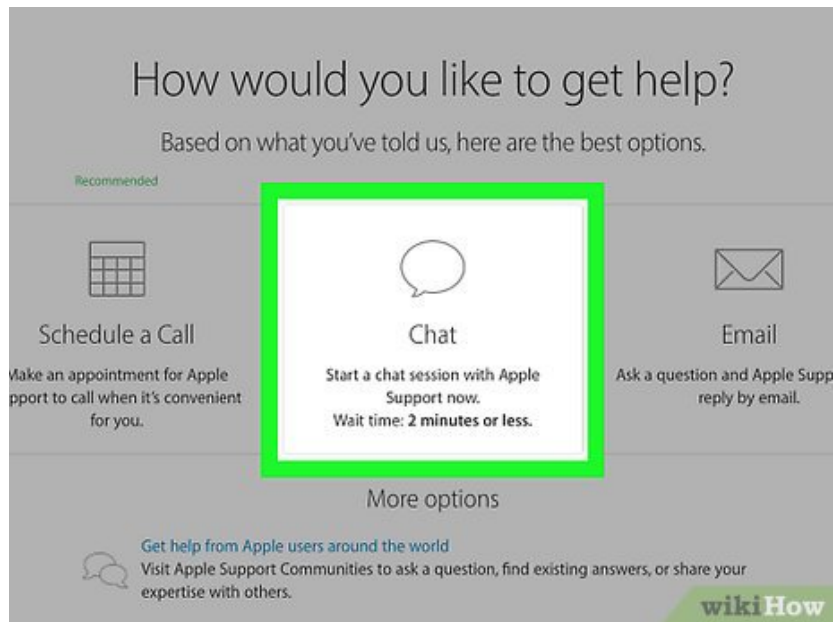
Email iTunes if you don't mind waiting a few days. If you've selected a topic allows you to email iTunes, provide detailed contact information and explain the issue you're trying to resolve. Depending on the issue, iTunes may ask for other information such as your gift card number or Apple ID.^[5]

1. You should get a response from iTunes support within 48 hours.



Get iTunes support to call you if you'd like to talk on the phone. Some topics will give you the option of talking with iTunes support on the phone. If you choose to schedule a call, pick a date and time of day when iTunes support can reach you. Give your name, email address, and phone number.^[6]

1. If you would rather call iTunes support, call 1-800-275-2273 between 7:00 a.m. and 10:00 p.m. Central time.



Start an online chat session if you want to talk with a representative. Fill out a short form with your name, email address, and optional Apple ID. After you click continue, your chat session should begin shortly.^[7]

1. If iTunes support is experiencing a wait time, it will often say how long of a wait there is before you start your session.

You finished reading the article "**How to Contact the iTunes Store**" 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.