

Support

Last updated 2026-07-02

Football Encyclopedia is a one-person project. The fastest way to get help, send feedback, or report a bug is to email soft.sculptors13@gmail.com — usual reply time is 1–2 business days.

Frequently asked questions

The Maestro AI isn't answering / returns “rate limited”.

The chat is capped at 30 questions per minute per IP address to prevent abuse. Wait a minute and try again. If it still won't answer, restart the App.

I bought Premium but it's not unlocked.

Go to the Profile screen and tap “Restore Purchases”. If still missing, email us your Apple receipt ID and we'll fix it within a day — soft.sculptors13@gmail.com.

How do I cancel my subscription?

Subscriptions are billed and managed by Apple. Go to iOS Settings → your name at the top → Subscriptions → Football Encyclopedia → Cancel.

How do I request a refund?

Apple handles all App Store refunds. Visit reportaproblem.apple.com, sign in with your Apple ID, find the purchase, and click “Report a Problem”.

How do I change the language to English (US) or English (UK)?

iOS Settings → Football Encyclopedia → Language. “English (US)” uses “soccer” terminology; “English (UK)” uses “football”.

The daily notification didn't arrive.

Open the App, go to the Notifications sheet, and toggle them off and on again — that re-schedules the next 30 days. iOS may also throttle notifications if the App has been killed for a long time.

I think a fact or quiz answer is wrong.

Email the screenshot to soft.sculptors13@gmail.com and we'll fix it in the next release.

How do I delete my data?

There is no account, so there is nothing on our server to delete. Uninstall the App and all local data (favourites, scores, settings) is erased from your device.

Does the App work offline?

The quiz, fun facts, legends, clubs, and competitions all work offline. The “Ask The Maestro” chat requires an internet connection because the answers are generated live.

Privacy & data

Football Encyclopedia stores your progress (favourites, quiz scores) only on your device and does not collect personally identifiable data. The Maestro AI feature sends your question text to our server on Cloudflare which forwards it to OpenAI. See the Privacy Policy for the full breakdown.

Contact

Email: soft.sculptors13@gmail.com

We read every message and reply within 1–2 business days.

Contact: soft.sculptors13@gmail.com · Bundle ID: com.nm.footballencyclopedia