

GENERAL INFORMATION

What languages are supported by Flipfonts?

The FlipFont™ typefaces sold on the Android Market currently come in two flavours – a Korean FlipFont and a Latin-based FlipFont. The Latin font works in all English speaking countries and support Latin-based languages throughout Europe and the Americas. Please consult the list of supported devices below to see if your mobile device supports FlipFont.

Is there more than one company selling FlipFonts on the Android Market?

Only Monotype Imaging Inc. sells FlipFont™ on the Android Market. If you see apps that say FlipFont but the app does not clearly state the name Monotype Imaging Inc., this is an illegal application. Monotype Imaging Inc. is working diligently to have these illegal apps removed from the Android Market.

Can I purchase FlipFont for use on my PC?

FlipFont fonts are only for use on mobile devices. Please review the list of supported mobile devices and models listed below.

My credit card authentication fails. Why does this happen?

It is possible your credit card is not valid for purchasing. Check with your credit card provider. Also, check Google's payment policy listed below. If you still have issues, you can submit your question to the Android Market technical help forum at <http://www.google.com/support/forum/p/Android+Market>

Upgrading software on mobile device –

I have updated the Google Android™ system on my phone. After the upgrade, the font was deleted. Do I have to pay for it again?

You do not have to pay for the font a second time. Your purchase is tied to the Google account you were logged into when you made the purchase. Use the same Google account and you should be able to download the same font without payment. If there are any problems, please submit your question to the Android Market technical help forum at <http://www.google.com/support/forum/p/Android+Market>

DEVICES SUPPORTING FLIPFONT

What devices support FlipFont?

FlipFont is supported only on the following mobile devices:

Samsung GT-i8520 (Galaxy Beam)
Samsung GT-i9000 (Galaxy S)
Samsung GT-i9010
Samsung GT-i9088 (Galaxy S)

Samsung GT-s5570
Samsung GT-s5670
Samsung SCH-i500
Samsung SCH-i879
Samsung SCH-i909 (Galaxy S)
Samsung SCH-w899
Samsung SGH-i896
Samsung SGH-i897 (Galaxy Tab, US, AT&T)
Samsung SGH-T959 (Galaxy S)
Samsung SGH-T849 (Galaxy Tab, US, T-Mobile)
Samsung SPH-P100 (Galaxy Tab, US, Sprint)
Samsung SCH-i800 (Galaxy Tab, US, Verizon)
Samsung SHW-M110S (Galaxy S)
Samsung SHW-M130K (Galaxy K)
Samsung SHW-M130L (Galaxy U)
Samsung SHW-M180K
Samsung SHW-M180L
Samsung SHW-M180S (Galaxy Tab, Korea)
Samsung SHW-M185S
Samsung SHW-M190S
Samsung SHW-M240S
Samsung YP-GB1
Samsung YP-GB70
Samsung YP-M2
Samsung YP-MB2
Motorola MB525 (Defy)

Please note: All mobile devices that support FlipFont have a 'Font Style' menu selection generally located under the Settings → Display options of the phone.

PURCHASING

Why is there a delay after purchase? What should I do if purchasing certification continues for many minutes or more?

Google Checkout is responsible for purchasing certification. This is a known issue and it can sometimes take up to one day for certification to be completed. Please submit your question to the Android Market technical help forum at <http://www.google.com/support/forum/p/Android+Market>

The payment happened more than once. How can I obtain a refund?

It is possible that your payments were cancelled. You can check whether your purchases were cancelled at <https://checkout.google.com> If you have further questions, please submit your question to the Android Market technical help forum at <http://www.google.com/support/forum/p/Android+Market>

PAYMENT METHODS

Here are the Payment Methods to purchase an app on the Google Android Market:

(<http://www.google.com/support/androidmarket/bin/answer.py?hl=en&answer=105916>)

You can make purchases through Google Checkout using a credit, debit, or gift card with the following logos:

- American Express*
- Discover*
- MasterCard
- Visa
- Visa Electron**

Additionally, some customers may be able to purchase applications from Android Market using direct carrier billing.

The types of cards accepted through Google Checkout are based on the seller's location. Other types of payments, such as checks, money orders, and direct bank account debit, aren't currently accepted.

* *Accepted only in the United States*

** *Accepted outside of the United States*

Charges on Your Card Statement

Each time you make a purchase through Google Checkout, we'll let you know exactly how a charge will appear on your credit/debit card. Once you complete an order, check your receipt for details. You may also notice [temporary authorizations](#).

Your credit/debit card will be charged by the seller, through your Google Checkout account. Note that the timing of the charge is based on the seller's discretion and the Google Checkout settings the seller has selected in their account. The standard format for charges on your statement is **GOOGLE*Monotype Imaging**, but please [check your receipt](#) for exact details.

Google doesn't share your full payment details with the seller.

Why did I get charged an additional \$1 payment above the purchase price of the FlipFont typeface?

A \$1 payment has been made more than once. Can you refund it?

Why is there an additional \$1 billing?

Why did \$1 payment occur twice?

The Google Android Market enacts a \$1 billing to check if the credit card is payable. However, the \$1 billing is not charged to your credit card. To contact Google on this topic, please submit your question to the Android Market technical help forum at <http://www.google.com/support/forum/p/Android+Market>

After purchasing a FlipFont typeface it appeared to install on the phone but doesn't show up anywhere. What should I do?

What is this? It is showing 'purchased' but cannot be installed! Showing only 'purchased'.

Make sure your mobile device is one of those models listed as supporting FlipFont (see list above). You may return your purchase according to the Android market refund policy. See the section entitled, 'Refund Policy' for additional details.

After purchasing a FlipFont typeface, I immediately returned it. Should I see a 'cancel' confirmation indicating that the refund was completed?

It is possible that your payment was cancelled. You can check whether your purchases were cancelled at <https://checkout.google.com> If you have further questions, please submit your question to the Android Market technical help forum at <http://www.google.com/support/forum/p/Android+Market>

I forgot my Google account and made another one and noticed that I could not resinstall my previously purchased FlipFont.

Your purchase is tied to the Google account that you were logged into when you made the purchase. You will need to log back in using that same Google account to be able to download the app without having to pay for it a second time.

REFUND POLICY

Google's app return policy is as follows:

(<http://www.google.com/support/androidmarket/bin/answer.py?hl=en&answer=134336>)

Refund policy

You have 15 minutes from the time of download to return an application purchased through Android Market for a full refund. You may only return a given application once; if you subsequently purchase the same app again, you may not return it a second time.

How to return an app:

From Android Market on your phone, visit the **My apps** page, and select the application you'd like to return.

- Applications that are eligible for return are marked with a 'Uninstall & Refund' button. Please note that after the 15 minute return period has expired, all sales are final.
- After 15 minutes, selecting the "Uninstall" button will simply remove the application from your device.

CANCELLATIONS

Google's cancellation policy is as follows:

(<http://www.google.com/support/androidmarket/bin/answer.py?hl=en&answer=113515>)

You will have 15 minutes to cancel an order. To check your Google Checkout account for a **Cancel your order** button:

1. Sign in to your account at <https://checkout.google.com/>.
2. Click **View Order** for the order you'd like to cancel.
3. Click the **Cancel your order** button in the grey box.
4. Confirm your cancellation by clicking **OK**.

If you cancel your order within the first 15 minutes, your credit/debit card will not be charged. Any line items on your statement are only authorizations.

Request Cancellation

Google cannot cancel orders on behalf of the seller. To contact the seller with a cancellation request or details about an order cancellation:

1. Sign in to your account at <https://checkout.google.com/>.
2. Click **View Order**.
3. At the top of the receipt, click **Contact [Seller's Name]**.
4. Select **I'd like to request a refund or return an item** from the **Subject** drop-down menu, and enter your message in the **Message** text box.
5. Click **Send email** after you've provided the necessary details.

The seller may or may not be able to accommodate your cancellation request depending on the seller's policies. Cancelled orders are automatically refunded and cannot be reinstated.

Manage Cancellations for Declined Cards

If your order was cancelled because your card was declined, you'll need to provide another payment method or update your existing card information before replacing your order. To update your payment information:

1. Sign in to your account at <https://checkout.google.com/>.
2. Click **Edit payment methods**.
3. Enter your card details and billing address under **Add a new payment method**.
 - If you'd like to use this card as your default payment method, click **Make this my default payment method**.
4. Click **Save**.