

Health & Support Policy

PetMeeter – Pet Dating

Welcome to **PetMeeter Help & Support**.

Our goal is to ensure you have a smooth, safe, and enjoyable experience while using the app.

Getting Started

How do I create an account?

- Open the PetMeeter app
- Sign up with your email address
- Create your profile
- Add your pets and start discovering matches

How do I log in?

- Use your registered email and password
 - If you forget your password, tap “Forgot Password” to reset it
-

Profile & Pets

How can I edit my profile?

- Go to the Profile section
- Update your information
- Save your changes

How do I add or manage pets?

- Open your profile
 - Add one or more pets with photos and basic details
 - Edit or remove pet information at any time
-

Discovery & Interactions

How does discovery work?

- Browse pets shared by other users
- Like or skip profiles based on your interest

What happens after a mutual like?

- When both users like each other’s pets, a match is created
 - Chat becomes available instantly
 - You can start messaging safely within the app
-

Chat & Safety

Who can I chat with?

- Messaging is enabled only after a mutual match
- You cannot contact users without mutual interest

How do I stay safe?

- Be respectful and kind
- Never share sensitive personal information (address, financial details, passwords)
- Report or block any inappropriate behavior
- Follow our Community Guidelines at all times

PetMeeter may suspend or remove accounts that violate our safety rules.

PetMeeter does not organize or supervise in-person meetings. Any real-life interaction is done at the users' own responsibility, and pet owners remain fully responsible for their animals at all times.

Account & Privacy

How can I delete my account?

- You may request account deletion anytime by contacting support
- Once deleted, your profile, pets, matches, and chats will be permanently removed

How is my data protected?

- Secure authentication systems
 - Encrypted passwords
 - Data handled in accordance with our Privacy Policy
 - We never sell your personal information
-

Need More Help?

If you have questions, issues, or feedback, please contact us:

Support Email: contact@petmeeter.fr

Response Time: 24–48 hours

Thank you for using **PetMeeter – Pet Dating** 🐾🐾

We're happy to support you and your pets!