

FAQ's

What is the permanence commitment and cancellation policy of the GUEST and BUSINESS subscriptions?

GUEST and BUSINESS subscriptions have a minimum permanence of 3 months. If after that period the subscriber wants to leave the service, he must notify it via e-mail to info@emotions-ar.com and he will be unsubscribed.

What is the Return Policy for GUEST and BUSINESS subscriptions?

The only case in which a refund of the subscription cost can be requested is if due to technical errors, the subscriber has not been able to enjoy the service and our technical team has not been able to solve their problems within 15 days from the date the subscriber has made his complaint. In that case, a maximum of 1 month of subscription will be returned and it will be canceled with the permission of the subscriber.

What happens to AR images created by a user who has unsubscribed from the service?

When a user unsubscribes, the images created remain active for 7 days. After the grace period, the images will no longer be active, but will remain stored in the Cloud for 3 more months. After 3 months, if the user has not resumed the subscription, they will be permanently removed from the Cloud server.

What services does a GUEST subscription to the emotionsAR Studio include?

The GUEST subscription includes unlimited use of the software in the Cloud (with the limitations of the price plans detailed on the plans page). The AR experiences published in Studio will be visualized through the emotionsAR App (IOS / Android), free for the end user. A limited number of AR Hits are also included depending on the chosen pricing plan.

What is an AR HIT?

Every time an end user opens a session of the emotionsAR App and focuses on an image that is uploaded to Studio and associated with one of our products, when identifying our server, we count a hit. The number of hits will also depend on the time in which an image with AR content is displayed and it is not standard for all cases, depending on the quality of the device and the connection to the network at that time.

How does the subscriber control the level of hits?

The subscriber, through his ID in Studio has access to the analytics dashboard where he can check the number of hits automatically and in real time.

What services does a FACTORY subscription to the emotionsAR Studio include?

The FACTORY subscription entitles you to unlimited use of the software in the Cloud. The user can use all the products and measure all the campaigns in real time. In addition, it includes an app with professional Augmented Reality functions (iOS / Android).

What functions does my FACTORY subscription include?

The subscription includes an app with user registration, news, events calendar, featured products and the Augmented Reality camera. From Studio online you can control all the publications and the camera of the user's device, offering AR experiences in real time.

What is the subscription commitment we need for FACTORY?

Our team and yours are going to make an investment in this project, so we ask you for a 12-month service commitment. Payments are monthly. There are discounts for annual payments.

How is the subscription paid?

Payments are made preferably by credit card or PAYPAL. Other forms of payment must be requested from the financial department at info@emotions-ar.com

What is excess hits and how is it billed?

All subscriptions include a sufficient amount of augmented reality traffic, proportional to the consumption forecast. Traffic is measured in hits that are image recognition by the camera. In case of excess consumption, excess hits are billed with a final summary of the month at the price of € 50 CPM (cost per thousand hits).

In optional case, you can purchase BONUSES of hits at an agreed price by requesting it from our Customer Success team at info@emotions-ar.com

Can I put a limit (cap) of hits in a campaign?

Yes, you can determine the hit threshold. Our Customer Success team will be attentive to your needs and will notify you of your account limits.