

FAQs

1. Where can I pre-order Troye Sivan's new album?

You can pre-order Troye's new album 'Bloom' from the Troye Sivan official online store <https://TroyeSivan.lnk.to/Store>. Alongside the album, exclusive 'Bloom' merchandise collections will also be available for purchase.

Pre-order your copy of 'Bloom' from the Official Troye Sivan online store and access the Troye Sivan app. Curated by Troye, there is exclusive content, first access to pre-sale tickets & VIP packages plus exclusive merchandise & competitions.

The album will be available to pre-order from other retailers at a later date.

2. What do the Official Troye Sivan premium content areas contain and how can I access them?

Some content within the App will be marked as 'premium' from May 30th. If you are already an app user, you won't have access to the premium content area unless you upgrade your app account via a coupon code.

3. How can I get a coupon code for the Official Troye Sivan App?

Pre-order any format of Troye's new album 'Bloom' and receive a coupon code to unlock access to premium content areas. Purchase the album either on its own or as part of a 'Bloom' merchandise collection. You will receive an email containing the app coupon code and a link to the website where you can redeem it. Codes may take up to 24 hours to be delivered, and all codes will be sent to the email address used to place the order.

4. How do I redeem my coupon code?

I already have the Troye Sivan App:

- a. Go to <http://app.troyesivan.com/> and click the 'Redeem Code' button at the bottom of the page. You will then be redirected to a website where you can redeem your coupon code.
- b. Firstly, you will need to '**SIGN IN**' into the portal using your login details from the Troye Official App. If you have been using the app as a guest (without a sign in), that's OK, you can '**SIGN UP**' on this page too.
- c. Once signed in, you will be presented with a 'Redeem Code' field. Input your coupon code into the field (you can copy and paste from your email if you like) and click '**REDEEM**'.

Please note that the code is case-sensitive so you must input the coupon code exactly, including all capital letters and lower case.

- d. If the code is redeemed successfully, you will see a confirmation page confirming your upgrade. You can then return to the app and the premium content will be unlocked.

I'm new to the Troye Sivan App:

- e. Go to <http://app.troyesivan.com/> and click the 'Redeem Code' button at the bottom of the page and you will be redirected to a website where you can redeem your coupon code.
- f. Click 'Sign up' and enter your details to create your account.
- g. Once your account has been created, you will be presented with a 'Redeem Code' field. Input your coupon code into the field (you can copy and paste from your email if you like) and click '**REDEEM**'.

Please note that the code is case-sensitive so you must input the coupon code exactly, including all capital letters and lower case.

- h. If the code is redeemed successfully, you will see a confirmation page confirming your upgrade.

i. Now that you have created your account, you can download the app. You can find links to the Official Troye Sivan App on Google Play and the App Store at <http://app.troyesivan.com/>.

j. You must **'LOG IN'** to the app with the account details used to redeem your coupon code in order to unlock your access to the exclusive premium content.

6. I have redeemed my coupon code, but I still can't access the Premium content area in the App.

If the premium content area is not unlocked for you after upgrading your account with your coupon code, you may need to close the App and restart it again to ensure we can reset your settings.

7. How do I check if my account has been upgraded after redeeming my coupon code?

You can click on your user profile pic in the Official Troye Sivan App to check your status, which should have changed from Free User to Premium User once you have redeemed your code.

8. I purchased an album from the Official Troye Sivan online shop but I haven't received my coupon code.

. We try to send out all coupon codes immediately after purchase, but in some cases it can take 24hrs to receive your code.

a. Please check your junk folder, as occasionally our emails can end up in your junk folder.

b. If your code still hasn't been received after 24hrs and is not in your junk folder, please contact Customer Care at troye-sivan@fhcustomercare.com and they will arrange for your coupon to be resent.

1. I am having technical problems with the app

If you experience any technical problems with the app such as crashing or any account issues, contact Disciple Media support: troyesivanapp@disciplesupport.com

9. I am having problems with the Troye Sivan official store

Please contact Customer Care at one of the email addresses below

- AU - support@troyesivan.zendesk.com
- US - troye-sivan@fhcustomercare.com
- UK - storesupport@umusic.com
- Canada - shop@umusic.com