



iPad/iPhone & Android

Apple

If you are having difficulty updating the app or using some of the features, try 'Force Closing' the app. To do this (iPhone 8 models and older), please see below:



Double press the home button, this will show all apps that are open. You will then need to swipe your finger up the screen to close the relevant app. Once this has been done, click on the QVC app icon again and this will refresh the app.

On iPhone X model and above there is no home button to 'Force Close' the app, please see below:



At the Home screen or while in an app, swipe up and hold from the bottom of the display. When the App Switcher comes up swipe through the different app cards to find the relevant app. Use a quick swipe upwards to close the app. Once this has been done, click on the QVC app icon again and this will refresh the app.



Android

1. Open your device's 'Settings'.
2. Scroll down and tap **Apps**. It's in the "Device" section of the menu.
3. Scroll down and tap the QVC app.
4. Tap **Stop** or **FORCE STOP**.
5. Tap OK to confirm. This forces the app to **quit** and halts background processes.

Also find below the minimum system requirements needed to use the QVC App.

Apple

Requires Operating system - iOS 9.0 or later. Compatible with iPhone, iPad and iPod touch

Android

Requires Operating System – v4 and above.

Please ensure you have the latest update of the QVC app. This can be found by clicking on the following if you have an Apple product;



If it is an Android device, click on the following icon;

