



KhushiKahani.com

Frequently Asked Questions (FAQs)

Q: Why can't I see other profiles yet?

A: Your account likely isn't verified yet. Every profile is manually verified by the KhushiKahani team to ensure authenticity. Once verified, you'll be able to see other members' profiles.

Q: My photo won't upload. What should I do?

A: Make sure your photo is in **JPG or PNG** format and is under 8 MB in size. If it's larger, resize or compress it before uploading.

Q: Can I pause or delete my account?

A: Yes. Email our support team at **khushikahanimatrimony@gmail.com** and we'll help you deactivate or remove your profile.

Q: Where can I read the Terms & Conditions?

A: If you have already created your user, you have accepted the Terms & Conditions of the KhushiKahani website. You can still view them anytime in PDF format on the website footer section.

Q: Can I edit my profile after I've created it?

A: Yes. Use the Edit My Profile option from the header. You'll go through the 7-step wizard again and can update or remove information before saving.

Q: What happens if I exit in the middle of creating my profile?

A: Your profile will not be saved. You must complete all 7 steps and press Review & Save for your profile to be stored.

Q: How many photos can I upload?

A: You can upload up to 4 photos. Each photo must be ≤ 2 MB.

Q: How do I filter profiles when browsing?

A: In **Profiles View**, you can filter by:

- Location (Country → State → City)
- Gender (Male or Female)
- Search by First Name and/or Last Name
- Search by Age (from/to)

Q: What if I notice a suspicious or fake profile?

A: Please report it immediately to our team at:
khushikahanimatrimony@gmail.com so we can review and take action.

Q: Is my personal information safe?

A: Yes. We manually verify all members and encourage you to share personal details (like phone or address) only when you feel comfortable. Your data is not shared publicly without your consent.

Q: I have registered my profile. What can I expect next?

A: Now that you've created your profile, please expect a call from our team within the next few days. You can edit your profile any number of times in the meantime; there is no restriction. Once the verification process is complete, your profile will be activated on KhushiKahani.com, and you'll be able to browse other verified profiles as well.

Q: Can I register on behalf of my son or daughter, or does he/she need to register personally?

A: Yes, you can definitely create a profile on your son's or daughter's behalf. You may create the user account under your own name or directly under your child's name. When filling out the profile, please enter your son's/daughter's details (not yours), including their current location, so that potential matches know where he or she is presently based.

Q: I don't see the city (or state or country) where I live or was born. What do I do?

A: If you don't find your city, state, or country in the dropdown lists, simply drop us a note and we'll be happy to add it.

Q: Why do I need to pay now to view other profiles?

A: As KhushiKahani has grown to 150+ members across India, the US, UK, Australia, Singapore, and many other countries, we've started incurring hosting, infrastructure, cloud, and maintenance costs. To continue improving the platform and providing support, we are introducing a small membership fee. There are several membership plans available for your convenience.

Q: How much does it cost to become a paid member?

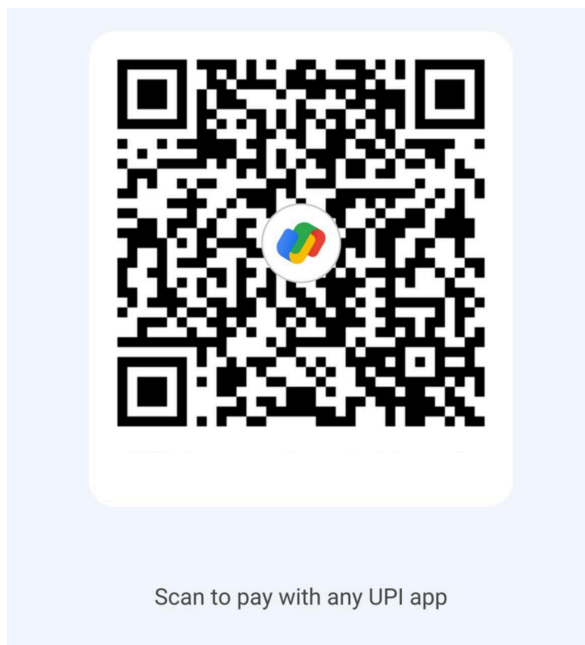
We're currently offering a **special 50% discount** on all subscription plans until **December 31, 2025!** 🎉

Our discounted plans are:

- **1 month:** ₹625 (India) / USD 9.99 or equivalent (International)
- **3 months:** ₹999 (India) / USD 14.99 or equivalent (International)
- **6 months:** ₹1,499.50 (India) / USD 22.50 or equivalent (International)
- **Lifetime (until you get married plan):**
₹2,499.50 (India) / USD 32.50 or equivalent (International)

You can make your payment easily through:

- **Option 1:** UPI (PhonePe, Google Pay, Paytm, or BHIM UPI) - just scan the QR code shown on our website:



- **Option 2:** PayPal — send to **preetikodikal@gmail.com** (please include your full name in the comments).

Once your payment is complete, please share your **transaction reference ID or screenshot** with us for quick verification.

Q: What does the paid membership include?

A: Paid members can:

- View and browse all verified profiles worldwide
- Connect with eligible Konkanis through the secure platform
- Use the in-app Chat/Messaging functionality to connect with Konkani profiles online and offline.
- Access new features as we roll them out
- Get faster customer support and profile visibility

Q: Can I still create my profile for free?

A: Yes! Creating your profile and getting verified is completely free. You only need to purchase a membership when you wish to view or connect with other members.

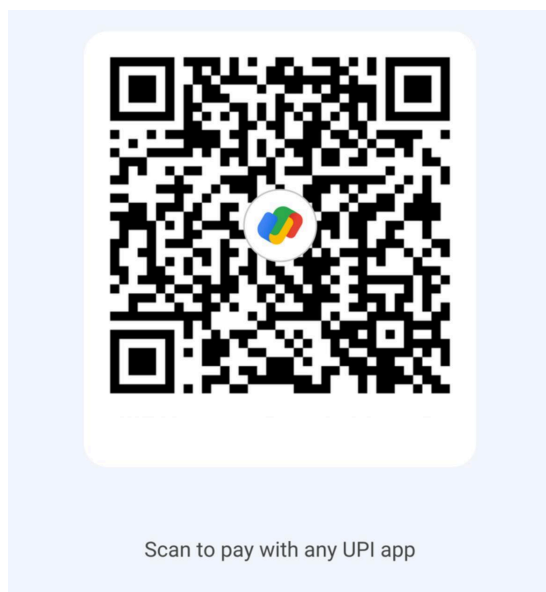
Q: How do I make the payment?

A: When you click View Profiles, you'll be directed to our secure payment page.

You can choose either of the following two options:

Option 1 – UPI (for India):

Scan the QR code on our website to pay using any UPI app such as PhonePe, Google Pay, Paytm, or BHIM UPI:



After completing the payment, please share the transaction reference ID or a screenshot for verification.

Option 2 – PayPal (for international payments):

Send your payment to preetikodikal@gmail.com via PayPal.

Please include your full name in the comments section while making the payment.

Q: Are there any discounts or installment plans?

A: Yes! We're currently offering a **special 50% discount** on all membership plans until **December 31, 2025**. 🎉

You can choose from the following options:

- **1 month, 3 months, or 6 months** – for short-term flexibility
- **Lifetime (until you get married)** – a one-time payment that keeps your profile active until your wedding 💍

At this time, we don't offer installment payments, but we've kept all our prices as affordable as possible to support our global Konkani community. ❤️

Q: Can I get a refund if I cancel early?

A: Memberships are non-refundable and non-prorated, so please choose your preferred plan carefully before paying.

Q: Why are the prices different for India and other countries?

A: The difference is due to currency exchange rates and international hosting costs. We've adjusted prices to make them fair and affordable for members everywhere.

Q: What if I don't wish to continue after my plan ends?

A: Your account will remain active, but you'll no longer be able to view other profiles unless you renew your membership.

Q: Is the payment secure?

A: Yes, absolutely. All payments are processed through UPI or PayPal's secure system, and we never store your card or payment details.

Q: Why do you call it a “nominal fee”?

A: Because it's truly minimal - about the cost of a couple of coffees or a meal - but it helps us keep KhushiKahani running smoothly so you can find that perfect Konkani partner to share those very coffees and meals with! ☕🍴❤️