ROMÉO APPS / INDEPENDENT iOS PUBLISHER

Find the cause of an iOS purchase problem

A focused diagnostic when purchase access, restoration or revenue figures need an explanation.

€790 pilot

Up to 8 hours total, including scoping and a 30-minute handover.

One issue, agreed before the work starts

One iOS app, up to two products and two storefronts. We choose one discrepancy to reconcile or one purchase or restoration path to reproduce. The scope and quote are agreed in writing. Applicable taxes are added where required.

Evidence from an app I publish

After a RevenueCat project migration, the same Apple transaction appeared in both projects. Matching the transaction identifiers against Apple Sales reports established that it represented one sale. The reconciliation removed the duplicate from the revenue calculation.

This example comes from my own app portfolio.

What you provide

Anonymised exports, or access to a suitable test build and environment. Transaction identifiers can use stable pseudonyms across the files. Production data is read-only. Test purchases use Apple’s sandbox.

What you receive

A short report with the reconciliation or reproduction result, evidence you can check, and prioritised corrective steps. Where evidence is incomplete, the report specifies the next verification needed. A 30-minute handover is included.

Discuss your issue

Send the app, the symptom or discrepancy, and the exports or test build available.

Ask about the €790 pilot

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