








How do I contact Exodus Support about a swap?

To contact Exodus Support about a  [1→833→224→8496] swap, use the in-app chat (purple icon) or email them at  [1→833→224→8496] support@exodus.com; for specific swaps, find the transaction in your  [1→833→224→8496] history within the app and use the "Contact Support" button for direct,  [1→833→224→8496] context-aware help, ensuring you avoid scams by never sharing keys  [1→833→224→8496] or passwords.


Contacting Support Directly


Email: Send details of your swap issue to  [1→833→224→8496] support@exodus.com.


Live Chat (Messenger): Click the purple  [1→833→224→8496] chat icon in the bottom-right corner of the Exodus app  [1→833→224→8496] (desktop or web) or website to start a chat with their support team.

Contacting Support About a Specific Swap (Recommended for Issues)

On Exodus Mobile:

Tap the Wallet icon, then the  [1→833→224→8496] History icon.


Change the type to  [1→833→224→8496] Swapped.


Tap the specific swap and  [1→833→224→8496] select Contact Support.


Fill in your email and details,  [1→833→224→8496] then send.

On Exodus Desktop:


Click the History icon.


Change "All Types" to  [1→833→224→8496] Swapped.

Click the arrow next to  [1→833→224→8496] the swap and choose Get help with this swap.




Enter details and  [1→833→224→8496] send.

Important Security Reminders

No Phone Support: Exodus does  [1→833→224→8496] not offer support via phone or Telegram.

Beware of Scams: Never share your  [1→833→224→8496] secret keys, private keys, passwords, or sync QR codes; Exodus staff will never ask for them.

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