



Chat With Us


 **Wes B.:** Hi, my name is Wes B. How may I help you?

 **Wes B.:** It seems that you are away at the moment. I will stay put for a few more minutes. If I do not hear from you by then, I will go ahead and terminate this chat session.

 **Vitor Machado:** hi!


 **Vitor Machado:** Sorry for that

 **Wes B.:** That's alright. What can I help you with today?


 **Vitor Machado:** hi Wes, I have one question: What happen with my digital purchases on US Nintendo eshop if I switch my account to a country with limited eshop such as Brazil or Argentina?


 **Wes B.:** Let me see if I have any information on that. Just a moment please.


 **Vitor Machado:** ok

 **Wes B.:** I'm almost positive that your games will be fine, however, the only information that I have is the following:

The Nintendo Switch eShop will always match the country setting for your Nintendo Account. If you need to change your Nintendo Account country, you will access the Nintendo eShop for that country the next time you connect on Nintendo Switch. Your Nintendo eShop account balance does not carry over when you change the country that your Nintendo Account is set to. You will need to use the remaining funds in your Nintendo Account balance before you will be able to change the country. If a Nintendo eShop exists for your region, credit cards issued from your region will not work in a different region's eShop. (For example, credit cards issued for the U.S. will only work in the Nintendo eShop for North America.)

 **Vitor Machado:** hmm.. It seems that as long as I keep my digital purchases stored on my Nintendo Switch I will be fine. The problem appears when I decided to re-downloaded US eshop contents


 **Vitor Machado:** i won't have access anymore

 **Wes B.:** Yeah, if you'd like to redownload previously purchased games you will need to access the Nintendo eShop for the country in which those games were originally purchased.


 **Vitor Machado:** Ok. Thank you Wes, very supportive!

 **Wes B.:** You're welcome! Is there anything else that I can help you with today?

 **Vitor Machado:** No, I'm satisfied. have a wonderful day Wes B.

 **Wes B.:** Thanks! You too! I'm glad we were able to chat today. If you have additional questions or concerns, don't hesitate to contact one of our phone agents at 1-800-255-3700 or visit support.nintendo.com. Thanks for using Nintendo Chat Support.

To end this chat session, just click on the "Disconnect" button, or the "End Chat" button if you are chatting from a mobile device. You may continue to review the transcript of the chat session, or close out of the window.

 **You** have disconnected.