

Managing Your Subscription

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How to Subscribe or Upgrade

Summary

BuilderPal offers flexible subscription options so your team can unlock advanced features when you're ready. You can upgrade to the BuilderPal Pro plan from several places inside the app — during sign-up, from Team Office, or whenever you attempt to use a Pro-only feature.

How It Helps

Upgrading instantly unlocks team-wide access to advanced time-tracking, payroll reports, overtime rules, time approval, GPS enforcement, kiosk mode, advanced permissions, AI-assisted tools, and 24/7 live support — without losing any existing data.

How It Works

Who Can Upgrade

These roles can start or manage the team subscription:

- Admin
- Team Finance Manager
- Team Business Manager
- Team Project Manager

If you don't see upgrade options, contact your team admin.

Ways to Upgrade to BuilderPal Pro

Option 1 — During Sign-Up

After onboarding you'll see the Free vs Pro screen. Choose **Upgrade to Pro**, select **Monthly** or **Annual**, enter payment details, and complete the upgrade.

Option 2 — From Team Office (Recommended)

1. Open BuilderPal
2. Go to **Team Office** in the left sidebar
3. Scroll to Team Admin → **Manage Subscription** → **See Pro Plans**
4. Choose **Monthly** or **Annual** → **Upgrade to Pro** → add payment method → confirm

Option 3 — From Any Pro-Locked Feature

When you try to use a Pro-only tool (Time Approval, Kiosk, Overtime, Payroll Reports, etc.), an upgrade prompt appears automatically. Tap **Learn More** → select plan → add payment → complete upgrade.

Where Your Subscription Is Managed

- Purchased on web (Stripe) → Team Office → **Manage Subscription**
- Purchased via Apple App Store → iOS Settings → [Your Name] → Subscriptions
- Purchased via Google Play → Google Play → Profile → Payments & subscriptions → Subscriptions

Important: App Store and Google Play subscriptions are tied to the individual purchaser's personal account. If that person leaves the team, Pro access can be lost. We strongly recommend web/Stripe billing for full company control.

What Unlocks Immediately After Upgrading

- Kiosk Clock-In/Out
- Overtime & Time Lock
- Time Approval workflows
- Payroll Reports
- GPS & "Require Clock-In/Out" enforcement
- Advanced role permissions
- AI-assisted forms & reports
- 24/7 live support

All Pro features apply to the entire team the moment the subscription is active.

When to Use

Upgrade when your team needs kiosk mode, time approval, overtime rules, payroll reports, GPS enforcement, or any advanced permissions and reporting.

Next Steps

Ready for Pro features now? [Upgrade instantly here](#)

FAQ

Can I downgrade back to Free?

Yes — cancel anytime in **Manage Subscription**. Pro features remain active until the end of the current billing period.

Do we lose any data if Pro ends?

No. All projects, hours, photos, documents, and settings stay intact. Only Pro features become locked.

Can different team members have different plans?

No. Every BuilderPal team shares one single subscription.

What happens if the purchaser leaves the team (mobile purchase)?

If the subscription was bought via App Store or Google Play and the purchaser leaves, the team can lose Pro access. Use web/Stripe billing to avoid this.

Is prorated refund available when upgrading or changing plans?

Proration details are shown on the billing screen before you confirm any change.

Related Articles

- [Sign up for BuilderPal](#)
- [Team Office Overview](#)
- [Clock In/Out](#)
- [Use the Kiosk App](#)
- [Time Approval Workflow](#)
- [Payroll Reports](#)

Upgrade to BuilderPal Pro → [Go to upgrade page](#)

Payment Methods & Invoices

Summary:

This article explains how to add, manage, and update payment methods for your BuilderPal Pro subscription, and where to find your invoices and billing history.

Prerequisites

You'll need one of the following roles on your team: *Team Administrator*, *Team Finance Manager*, *Team Business Manager*, *Team Project Manager*.

You also need access to your team's **Manage Subscription** page.

Where Billing Is Managed

BuilderPal subscriptions can be billed in three different ways depending on how the subscription was created:

1. **BuilderPal Web Billing (Stripe)**
Used when a subscription is purchased on web. Supports multiple cards.
2. **Apple App Store Billing (iOS)**
Managed by Apple using your Apple ID.
3. **Google Play Store Billing (Android)**
Managed by Google through your Play Store account.

The active subscription will always attempt to charge the **default payment method** associated with the account that purchased it.

How to Add or Update a Payment Method (Web / Stripe Billing)

Use this if your team's Pro plan is managed through BuilderPal directly, not through Apple or Google.

Step 1: Open Manage Subscription

- Go to **Team Office**
- Scroll to **Team Admin**
- Click **Manage Subscription**



Step 2: Open Billing Settings

- Inside the subscription screen, open your billing or payment section
- You'll see your current saved payment methods (if any)

Step 3: Add or Change a Payment Method

- Click **Add Payment Method**
- Enter your credit or debit card details
- Choose whether to set it as your **default payment method**
- Save your changes

BuilderPal supports **multiple saved cards**

The subscription always charges the **default card**

ACH / bank transfers are not supported yet

Managing App Store or Google Play Subscriptions

If your subscription was purchased through iOS or Android, BuilderPal does not manage your billing directly.

Instead:

Apple App Store

Manage through your Apple ID:

Settings → Your Name → Subscriptions

Google Play Store

Manage through:

Google Play Store → Profile → Payments & Subscriptions

We strongly encourage teams to move App Store / Google Play subscriptions to centralized web billing when possible, to avoid ownership and access issues if staff changes.

Viewing Invoices & Billing History

For Web / Stripe Billing

1. Go to **Team Office**
2. Open **Team Admin** → **Manage Subscription**
3. Scroll to your billing or invoice section
4. View or download invoices from your billing history

Stripe handles invoice generation and delivery.

For App Store / Google Play Subscriptions

BuilderPal does not generate internal invoices.

You must download receipts from:

- Apple: Your Apple ID purchase history
- Google: Your Google Play purchase history

How Taxes Work

- Taxes are included directly in all subscription pricing.
- BuilderPal calculates tax automatically based on your billing location.
- You do not need to configure tax settings manually.

Confirmation

You'll know everything is set up correctly when:

- Your default payment method shows in your subscription screen
- Your subscription status is **Active** or **Trial**
- Invoices appear after successful charges

Tips

- Avoid tying subscriptions to personal Apple or Google accounts when possible
- Assign billing management to long-term company team members
- Use web billing (Stripe) for easier team billing and ownership control

Related Articles

- [How to Subscribe or Upgrade](#)
- [On The Job](#)
- [Refunds & Guarantees](#)

Refunds & Guarantees

Summary

How refunds work for BuilderPal Pro subscriptions, including what's covered, what isn't, and how to request one.

Common Issues & Fixes

1. I paid for Pro but I don't see Pro features

Cause

Your subscription may not have synced yet, or it may have been purchased under a different account.

Fix

1. Go to **Team Office** → **Team Admin** → **Manage Subscription**
2. Click **Sync subscription status**
3. Confirm where the subscription was purchased:
 - Apple App Store
 - Google Play Store
 - Stripe (Web Billing)

2. I want a refund because I forgot to cancel

Cause

Auto-renew was active when your billing cycle renewed.

How refunds are handled

If purchased via Apple App Store or Google Play

- Refunds must be requested directly through Apple or Google.
- BuilderPal cannot issue refunds for app store purchases.

Resources:

- Apple: <https://support.apple.com/en-ca/HT204084>
- Google: <https://support.google.com/googleplay/answer/2479637>

If purchased via Stripe (web billing)

- Refunds are reviewed and processed by BuilderPal Support.
- Eligibility depends on timing, usage, and the conditions in our official refund policy.

✉ Email [**support@builderpal.com**](mailto:support@builderpal.com) with:

- Your team name
- Billing email
- Date of the charge
- Reason for the request

Refund Guarantee

BuilderPal Pro is backed by real people and real support.

If you experience technical issues, billing mistakes, or feel Pro didn't reasonably meet expectations, our team will review your case and aim for a fair outcome — whether that's a fix, billing credit, or refund (where applicable).

We don't believe in trapping teams in subscriptions.
We believe in earning long-term trust.

FAQ

Do you offer prorated refunds?

Prorated refunds may apply for some Stripe-based subscriptions depending on timing and use.

Will I be automatically charged after a free trial?

Yes. If you don't cancel before your trial ends, your selected plan will begin and your payment method will be charged.

If the original purchaser leaves the team, what happens to the subscription?

App Store and Google Play subscriptions remain tied to the original purchasing account. We encourage teams to move subscriptions to centralized billing (Stripe) to avoid dependency on individual accounts.

BuilderPal Policies

For full legal and policy details:

- [Terms and Conditions](#)
- [Pro Plan Refund Policy](#)
- [Privacy Policy](#)

Related Articles

- [Payment Methods & Invoices](#)
- [How to Subscribe or Upgrade](#)
- [Privacy & Security Overview](#)