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BuilderPal Plans

BuilderPal Free: Why It's More Than a “Starter Plan”

Summary

BuilderPal Free isn't a trial and it isn't a lightweight version of the platform. It's a full, capable plan built for real contractors running real jobs — with **Unlimited Users**, **Unlimited Projects**, and all the essential tools you need to keep your team organized and your projects moving.

Unlike most free software plans, BuilderPal Free is powerful enough to run your entire operation day-to-day without paying a cent.

Why BuilderPal Is Free

We built BuilderPal Free on purpose.

Most construction software locks basic tools behind paywalls. You get hooked during a trial, start building your system, then suddenly hit limits — user caps, project limits, or features disappearing unless you start paying.

We didn't want that.

BuilderPal Free exists because jobsite communication and organization shouldn't be a luxury. Every contractor — whether you're a one-man crew or a growing company — deserves access to professional tools that actually make their day easier.

So why give it away?

Because our mission isn't just to sell software. It's to modernize how job sites communicate and operate. The more contractors using it, the better the system becomes. More users means better real-world testing, better features, better workflows, and a stronger platform for everyone.

We make money when companies grow and choose Pro for advanced compliance and automation needs — not by holding basic tools hostage. Free is meant to help you *win first*. When you scale, we scale with you.

In short:

BuilderPal is free because we care more about fixing broken jobsite communication than forcing small crews into monthly subscriptions they don't need yet.

How It Helps

BuilderPal Free gives you everything most small crews and solo operators actually need to stay organized, communicate clearly, track time accurately, and get paid on time — all in one place, with no limits or expiration.

You get professional-grade tools without the professional-grade price tag:

- ✓ Unlimited Users and Projects
- ✓ Real-time Job Chat
- ✓ Automated Alerts & Notifications
- ✓ File & Document Sharing
- ✓ Project Scheduling & Task Assignment
- ✓ Budget & Estimate Tools
- ✓ Accurate Time Tracking
- ✓ Simplified Time Reports (Payroll Lite)
- ✓ Bid Leveling & Bid Packages
- ✓ Job Posting & Discovery
- ✓ Real Job Costing

There are no hidden caps, no “upgrade walls,” and no features that suddenly get locked after 30 days.

How It Works

Every feature listed above is fully unlocked on the Free plan.

There are no usage limits, per-seat fees, or expiration date. You can stay on Free forever and continue running real jobs with your full team.

The only features reserved for Pro are advanced compliance and automation tools that larger or growing crews eventually want (kiosk clock-in, GPS verification, overtime rules, timesheet locking, supervisor approvals, payroll integrations, AI forms, and 24/7 live support).

Everything else — the core construction workflows you use every day — is included and unlimited.

When to Use

BuilderPal Free is perfect for:

- Solo trades

- Small or family-run crews
- Subcontractors juggling multiple GCs
- Startups keeping overhead low
- New GCs testing the platform before full rollout
- Any contractor who wants professional job management without monthly fees

Most teams only upgrade to Pro when they grow and need advanced time-tracking compliance, onsite kiosk clock-in, or payroll integrations.

Next Steps

Ready to get started?

[Sign up for BuilderPal](#) — it takes less than 2 minutes and you'll have full access immediately.

Already have an account? Invite your whole crew and start running your jobs today — no credit card required.

FAQ

Is BuilderPal Free really unlimited?

Yes. Unlimited users, unlimited projects, no expiration — forever.

Will I lose access to my data if I don't upgrade?

Never. You can stay on Free indefinitely with zero risk of features being locked later.

What's missing compared to Pro?

Pro adds kiosk clock-in, GPS verification, overtime rules, timesheet locking, supervisor approval workflows, advanced payroll exports/integrations, AI-assisted forms, and 24/7 live support. Everything else is identical.

Can I switch to Pro later?

Yes — upgrade anytime with one click. All your data, projects, and team members move with you instantly.

Is there a catch or trial period?

No catch and no trial. Free means free — for as long as you need it.

Related Articles

- [Sign up for BuilderPal](#)
- [Create Your First Project](#)
- [Clock In/Out](#)
- [Upload Files & Photos](#)

- [Message in Job Chat](#)
- [Create & Assign Actions](#)

BuilderPal Pro: Unlocking Advanced Features

Summary

BuilderPal Pro is built for teams who want to take their operations to the next level. While BuilderPal Free includes all the essentials for day-to-day projects, the Pro plan unlocks powerful team and administrative tools that improve accuracy, reduce manual work, and support larger or fast-growing crews.

If you're managing multiple teams, tracking dozens of hours per day, or handling complex scheduling, BuilderPal Pro gives you the automation, accountability, and control you need to stay ahead.

How It Helps

BuilderPal Pro removes common pain points for growing teams by providing:

- Accurate payroll with less manual oversight
- Reduced buddy punching and missed hours
- Faster, dispute-free pay periods
- Greater jobsite accountability with GPS verification
- Professional-grade reporting and payroll integrations
- Less back-and-forth between field and office
- Priority 24/7 live support
- AI-assisted forms & reports that cut paperwork errors

Teams typically upgrade when they outgrow the Free plan's basics and need tighter control, compliance, and scalability.

How It Works

BuilderPal Pro includes everything in the Free plan, plus the following advanced features:

- **Instantly Match With Jobs in Your Area** – Increased visibility so GCs and homeowners actively searching for contractors see your profile first.
- **Onsite Clock-In/Out With the BP Kiosk** – Shared tablet/device at the jobsite for crews without personal phones; eliminates missed hours and buddy punching.
- **Overtime Log for Accurate Pay** – Automatically separates regular and overtime hours.

- **Lock Timesheets to Prevent Edits** – Finalize pay periods with confidence; no accidental or post-period changes.
- **GPS Clock-In Requirements** – Require GPS verification and set jobsite boundaries so clock-ins only count when crew is on location.
- **Supervisor Approval for Hours** – Supervisors review and approve hours before they hit payroll.
- **Payroll Reporting Tools + Integrations** – Export or connect directly to your payroll provider in a clean, payroll-ready format.
- **AI-Assisted Forms and Reports** – Faster, more accurate safety forms, daily reports, and compliance docs.
- **24/7 Live Support** – Priority assistance whenever you need it.

When to Use

Upgrade to Pro when you experience any of the following:

- Managing multiple crews or jobsites
- Tracking dozens or hundreds of hours per week
- Needing strict payroll compliance or overtime rules
- Wanting to eliminate buddy punching or location disputes
- Requiring supervisor review before payroll
- Preparing reports or integrations for accounting/payroll software
- Scaling the business and wanting to reduce administrative time
- Outgrowing the Free plan's basic tools

BuilderPal Pro is designed for:

- Growing teams & multi-crew operations
- General contractors with rotating subs
- Companies with multiple jobsites
- Businesses that demand strict payroll compliance
- Teams that want to automate admin and reduce errors

Next Steps

Ready to scale? [Upgrade to BuilderPal Pro today →](#)

FAQ

Is the BP Kiosk available on the Free plan?

No. The onsite kiosk is exclusive to Pro.

Can I lock timesheets after a pay period ends on the Free plan?

No. Timesheet locking is a Pro-only feature.

Do Free users get 24/7 live support?

No. 24/7 priority support is included only with Pro.

Will Pro help reduce payroll disputes?

Yes. GPS verification, supervisor approval, kiosk clock-ins, and locked timesheets dramatically reduce disputes and errors.

Related Articles

- [Use the Kiosk App](#)
- [Use Supervisor Approval](#)
- [Approve Time](#)
- [Payroll Report](#)
- [Time Report](#)
- [Filter & Review Time Entries](#)

Plan Comparison

Summary

BuilderPal offers two straightforward plans: **BuilderPal Free** and **BuilderPal Pro**. Both give you full access to the core platform, but they're built for different business sizes and needs. This comparison helps you pick the right plan for your team today — and shows you exactly what you'll gain by upgrading when you're ready.

How It Helps

The right plan eliminates unnecessary costs while giving you every tool your team actually needs. Free delivers unlimited users, unlimited projects, and professional-grade features at zero cost. Pro adds automation, payroll controls, and onsite accuracy that save hours every week as you grow.

How It Works

BuilderPal Free – Everything you need to run real jobs, completely free

- Unlimited Users & Projects
- Real-Time Job Chat
- Automated Alerts & Notifications
- File & Document Sharing
- Project Scheduling
- Budget & Estimate Tools
- Time Tracking
- Simplified Time Reports (Payroll Lite)
- Bid Leveling & Bid Packages
- Job Posting & Discovery
- Precise Job Costing

Ideal for solo operators, small crews, subcontractors, or anyone who wants a professional system without monthly fees.

BuilderPal Pro – Everything in Free + advanced controls & automation

All Free features plus:

- Instant Job Matching With Local Jobs
- Onsite Kiosk Clock-In (no phone required)
- Automatic Overtime Separation
- Lockable Timesheets
- GPS Clock-In Verification
- Supervisor Approval Workflow
- Payroll-Ready Reports & Integrations
- AI-Assisted Forms & Checklists
- 24/7 Live Support

Ready to save hours on payroll and admin? [Upgrade to BuilderPal Pro now →](#)

When to Use

Stick with Free if:

- You're a solo trade or small crew
- You want unlimited everything at no cost
- Simple time reports are enough for payroll
- You're testing the platform or keeping overhead low

Upgrade to Pro if:

- You run multiple crews or large jobs
- You need GPS, kiosk, overtime, or approval controls
- You want payroll-ready reports and integrations
- You're tired of manual work and want 24/7 support

Next Steps

Start instantly with BuilderPal Free — no card required.

When your team outgrows Free, [upgrade to Pro in one click](#).

FAQ

Is BuilderPal Free actually free forever?

Yes — no trial, no hidden fees, no per-user costs.

Can I upgrade later?

Yes. One-click upgrade anytime. All data, projects, and users move with you instantly.

Do both plans have unlimited users & projects?

Yes — unlimited on both Free and Pro.

What makes most teams upgrade?

Kiosk clock-in, GPS verification, supervisor approvals, locked timesheets, and payroll-ready reports.

Is there a Pro trial?

No separate trial needed — turn on any Pro feature and you'll be prompted to upgrade instantly.

Related Articles

- [Sign up for BuilderPal](#)
- [Create Your First Project](#)
- [Time Tracking Overview](#)
- [Using the Kiosk App](#)
- [Supervisor Approval on Hours](#)
- [Billing & Account Management](#)

Managing Your Subscription

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](#)