

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** 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](#)

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