

Account Cancellations

Summary

If you need to cancel your BuilderPal account or request the deletion of all associated data, our support team is here to help you through the process. Account cancellations and data deletion must be handled manually to ensure accuracy and security.

Common Issues & Fixes

How to Request a Cancellation

To cancel your account:

1. Send an email to **support@builderpal.com**.
2. Include the following:
 - The full name on your account
 - The email address associated with the account
 - Your company name (if applicable)
 - A brief confirmation that you wish to cancel

You may also call us at **1-877-509-3905** if you prefer to speak with our support team directly.

Data Deletion Requests

If you want BuilderPal to delete all account-related information:

1. Clearly state that you are requesting full data deletion in your email.
2. Our team will confirm the request and walk you through any final verification steps.
3. Once deletion is complete, you will receive a confirmation message.

Please note that deleted data cannot be recovered.

Before You Cancel

If you're having trouble with billing, subscriptions, or accessing your account, our support team may be able to resolve the issue without canceling your account. If you want assistance before canceling, open the chat widget in the bottom corner or email us anytime.

FAQ

Q: How do I cancel my BuilderPal account?

A: Send an email to support@builderpal.com including your full name, email address, company name (if applicable), and a confirmation that you wish to cancel. Alternatively, call 1-877-509-3905 to speak with support directly.

Q: How can I request the deletion of my data?

A: In your cancellation email to support@builderpal.com, clearly state that you are requesting full data deletion. The team will confirm and guide you through verification.

Q: Can deleted data be recovered?

A: No, once data deletion is complete, it cannot be recovered.

Q: What should I do if I'm having billing or access issues?

A: Contact support before canceling, as they may resolve the issue without needing to cancel your account. Use the chat widget or email support@builderpal.com.

Q: How do I contact support for questions?

A: Email support@builderpal.com or call 1-877-509-3905 for assistance with subscriptions, billing, or account access.

When to Contact Support

If you have questions about your subscription, billing, or account access, we're happy to assist. Email support@builderpal.com or call 1-877-509-3905.

Related Articles

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

BuilderPal Policies

For complete details on your rights, responsibilities, and how we handle your data and payments, please review our official policies below. These documents were last updated on November 1, 2025.

- [Terms and Conditions](#)
Covers eligibility, account rules, subscriptions, acceptable use, and dispute resolution for all BuilderPal users in the U.S. and Canada.

- **[Pro Plan Refund Policy](#)**

Explains free trials, cancellations, and full or prorated refunds for Month-to-Month and Annual Pro Plans (including tax handling).

- **[Privacy Policy](#)**

Details how we collect, use, share, and protect your User Profile (always private) and Team Profile information, plus your privacy rights under CCPA and PIPEDA.

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