

Pro Plan Refund Policy

Last Updated: November 1, 2025

Overview

BuilderPal Inc. offers two subscription plans for our Pro Services: a Month-to-Month Pro Plan at USD \$39.95 per month (U.S. users) or CAD \$39.95 per month (Canada users) and an Annual Pro Plan at USD \$399.50 (U.S. users) or CAD \$399.50 (Canada users), which provides 12 months of service for the price of 10 (two months free). Customers may cancel their subscription at any time. Refunds are processed based on the plan type, timing of cancellation, and your region (U.S. or Canada), as outlined below. This policy applies to users accessing the Services from within the United States or Canada and complies with applicable consumer protection laws, including California's Automatic Renewal Law (as amended July 1, 2025) for U.S. users and British Columbia's Business Practices and Consumer Protection Act (as amended by Bill 4) for Canada users. All auto-renewal terms, including total costs and cancellation methods, are disclosed in at least 12-point font immediately adjacent to the consent button at signup.

Free Trials

BuilderPal may offer free trials for the Pro Plan (Month-to-Month or Annual, as chosen at signup). Trials provide full Pro access for a specified duration and are available to new users only, requiring account creation with valid payment information.

- **Duration and Flexibility:** The trial period will be clearly disclosed at signup (e.g., 7, 14, or 30 days, depending on the promotion). You may choose your preferred plan (Month-to-Month or Annual) during signup; the trial applies regardless of plan type.
- **Auto-Conversion:** At the end of the trial, your subscription will automatically convert to the selected paid Pro Plan (USD \$39.95/month or \$399.50/year for U.S. users; CAD \$39.95/month or \$399.50/year for Canada users, plus applicable taxes) unless canceled at least 24 hours before the trial ends. We will send email reminders 3-7 days before conversion (and at least 30 days before any Annual renewal thereafter), including clear cancellation instructions and the exact end date.
- **Cancellation During Trial:** Cancel anytime via "Subscription Settings" in your account or by emailing support@builderpal.com—no charges will apply, and access ends immediately upon confirmation (email sent).
- **Refunds Post-Trial:** If charged after the trial due to non-cancellation, refunds follow the standard Month-to-Month or Annual terms below, based on your region. Unauthorized charges (e.g., due to technical error) will be fully refunded within 5-10 business days upon request and verification.
- **Consent and Disclosures:** By starting a trial, you provide express affirmative consent to these terms, including auto-conversion, payment authorization, and the specified trial duration, via a mandatory checkbox at signup. All trials comply with applicable laws, including California's Automatic Renewal Law for U.S. users and British Columbia's

Business Practices and Consumer Protection Act for Canada users, ensuring transparent terms and easy cancellation.

- **Limitations:** One trial per user/account; promotional trials may vary by region or offer. Abuse (e.g., multiple accounts) may result in termination without refund. For questions, contact support@builderpal.com.
- **Applicability:** This applies to trials starting on or after November 1, 2025.

Month-to-Month Pro Plan

- **Billing:** Charged USD \$39.95 (U.S. users) or CAD \$39.95 (Canada users) on the first day of each month, plus applicable federal, state/provincial, or local taxes (e.g., U.S. sales/use tax; Canadian GST/HST/PST, depending on your state/province of residence).
- **Cancellation:** Customers can cancel at any time by logging into their account, navigating to “Subscription Settings,” and selecting “Cancel Subscription,” or by contacting support@builderpal.com. A confirmation email will be sent upon successful cancellation. Cancellation procedures are provided in a clear and conspicuous manner as required by applicable laws.
- **Refund:**
 - **U.S. and Canada Users:** Upon cancellation, customers receive a full refund of \$39.95 (USD or CAD depending on user location) for the current month, plus any applicable taxes charged for that month, regardless of when cancellation occurs during the month (e.g., even if canceled on the last day of the month).

Annual Pro Plan

- **Billing:** Charged USD \$399.50 (U.S. users) or CAD \$399.50 (Canada users) upfront for 12 months of service, equivalent to 10 months at the monthly rate (\$39.95), with the last two months (months 11 and 12) provided free, plus applicable federal, state/provincial, or local taxes (e.g., U.S. sales/use tax; Canadian GST/HST/PST, depending on your state/province of residence).
- **Cancellation:** Customers can cancel at any time by logging into their account, navigating to “Subscription Settings,” and selecting “Cancel Subscription,” or by contacting support@builderpal.com. A confirmation email will be sent upon successful cancellation. Cancellation procedures are provided in a clear and conspicuous manner as required by applicable laws.
- **Refund:** If canceled during the first 10 months, customers receive a prorated refund based on the number of remaining full months (including the current month), with each remaining month valued at \$39.95, plus the proportional taxes paid for those months. For example, if cancellation occurs partway through month 8, the refund covers months 8, 9, and 10 ($3 \text{ months} \times \$39.95 = \$119.85$, plus applicable taxes for those months).

Taxes

All subscription fees are exclusive of applicable federal, state/provincial, or local taxes (e.g., U.S. sales/use tax; Canadian GST/HST/PST), which will be charged on top of the subscription total (monthly or annually) based on your state/province of residence. The applicable tax rate will be displayed at checkout and included in your billing statement. Taxes are collected and remitted in accordance with applicable U.S. federal/state or Canadian federal/provincial tax laws.

General Terms

- Refunds are processed to the original payment method within 5-10 business days, including any applicable taxes refunded as per the refund terms above. Refunds comply with 2025 California Automatic Renewal Law amendments for U.S. users and British Columbia's Business Practices and Consumer Protection Act (as amended by Bill 4) for Canada users, including upfront remedies. Refunds are final; disputes can be escalated to support@builderpal.com or resolved under Governing Law (Section 12 of our Terms and Conditions).
- Prices are in U.S. Dollars (USD) for U.S. users or Canadian Dollars (CAD) for Canada users. Customers are responsible for any applicable currency conversion fees.
- To cancel and request a refund, log into your account, navigate to "Subscription Settings," and select "Cancel Subscription," or contact our support team at support@builderpal.com.
- This policy applies to all subscriptions purchased on or after November 1, 2025.

Disputes Concerning Refunds

Any disputes concerning refunds shall be decided at the sole discretion of BuilderPal.

We are committed to ensuring a fair and transparent refund process. For additional clarity, please refer to our FAQ on our website or contact our support team at support@builderpal.com.