



Billing and Payments Policy

1. Pebble Tossers Billing Services

View your billing history and payments:

Your billing history, active memberships, and donation activity can be accessed through your Pebble Tossers account. Navigate to “My Activities” through your [account](#) to access them.

View the guide to access active membership status [here](#). For membership transaction history, [click here](#). For donation history, [click here](#).

Understanding your subscription and billing date:

Pebble Tossers memberships are annual recurring subscriptions.

As a Pebble Tossers member, you are automatically billed on an annual basis from the date you joined. Transactions will take 3-5 business days to appear on your bank statement and credit card.

For your convenience, this information is also noted on your membership application, in your welcome email, and on all annual renewal reminders.

Credit card bank statements and transaction notices:

Pebble Tossers memberships are managed through GivePulse Inc. and Stripe, a secure third-party payment service. ***All transactions for your membership will be identified on your bank statement and credit card as “[GIVEPULSE.COM](https://www.givepulse.com).”***

For your convenience, this information is also noted on your membership application, in your welcome email, and on all annual renewal reminders.

Update your payment method:

To update your payment method, please see this [guide](#) for step-by-step instructions. For questions and assistance, please contact our team at membership@pebbletossers.org.

Print your membership receipt:

To download and print your membership receipt for tax purposes, please see this [guide](#) for step-by-step instructions. For questions and assistance, please contact our team at membership@pebbletossers.org.

2. Resolving Payment Issues

Refund Policy:

– Membership Refunds

GivePulse Inc. powers Pebble Tossers' membership management. Refunds adhere to the policy GivePulse Inc. has set in place, and are out of our control to manipulate. To view GivePulse's refund policy, please [click here](#).

Refunds can only be issued within the 30-day refund period of the purchase or renewal date. Requests for a refund past the 30-day period may not be supported. For questions and assistance, please contact our team at membership@pebbletossers.org.

Note: We cannot issue refunds while a dispute is active. In the event that a dispute is filed, please see the Disputed Transaction policy for additional information and processes.

— Donation Refunds

Pebble Tossers and GivePulse Inc. do not support refunds on donations at this time. However, we recognize that in unique circumstances, a reversal of transactions, such as chargeback transactions and gross error transactions, is necessary. For more information on donation transactions via the GivePulse platform, please [click here](#).

If you wish to cancel a recurring donation, [please view this guide](#).

Disputed Transactions:

If you notice a charge for your membership that you do not recognize, please contact our team at membership@pebbletossers.org before contacting your bank or credit card company.

Note: We are happy to work with our members directly to resolve any billing concerns. However, please note that if a dispute is initiated with a bank or credit card company before contacting us, our ability to assist is limited. Once a dispute has been filed, the matter falls under the policies and procedures of the financial institution, and we cannot override or expedite their process. For this reason, we are unable to issue refunds or adjustments for any transaction that is already under dispute. To ensure the quickest and most effective resolution, we strongly encourage members to reach out to us first at membership@pebbletossers.org to resolve the matter.

Please be advised that if a formal dispute or chargeback is filed through your bank or credit card company before contacting our team, your membership will be **immediately voided**.

3. Unexpected Charges

Price is higher than expected:

GivePulse Inc. powers Pebble Tossers' membership management platform and uses Stripe, a secure third-party payment service, to manage transactions. Members are responsible for fees associated with online transactions made with Pebble Tossers, including:

- Annual recurring memberships
- Event ticket sales
- Donations

Price changes may also occur depending on these potential factors:

- Price adjustments on annual recurring memberships
- Membership plan changes —if you or someone in your household updated the membership plan, your bill will reflect the adjusted plan price. (e.g., an Individual Youth Membership plan was upgraded to a Family Membership plan)

Multiple or unauthorized charges:

Pebble Tossers members are billed once a year on the date they signed up.

If you received multiple charges on your credit card for a Pebble Tossers membership that were unintentional purchases, please contact our team at membership@pebbletossers.org to resolve the matter.

If you are seeing charges that you believe to be unauthorized from Pebble Tossers and GivePulse Inc., please see the steps below:

— Charged by Pebble Tossers and GivePulse Inc., but don't have an account:

Someone may have started an account with your payment method. If you never signed up for a membership or suspect someone is using your payment information for a membership, please contact us at membership@pebbletossers.org.

— Still being charged on an expired card:

You can remove and/or update your payment method at any time from your account. Please view this [guide](#) for steps.

— Charged after canceling membership:

Please see our Cancellation Policy on our website for more information at <https://www.pebbletossers.org/volunteer/>.