+1 (888)-308--7172 Pluto TV Refund for Mistaken Billing

COMPREHENSIVE ARCHITECTURAL OVERVIEW AND DIAGNOSTIC TRIAGE

Pluto TV's billing system is built on a multi-tiered subscription engine that integrates with external payment processors (such as Stripe, Braintree, or PayPal). When a user signs up for a premium plan, the following sequence of events is triggered:

1. The front-end client (web or mobile) sends a subscription request 1 888 308 7172(USA/CA) to the Pluto API.

2. The API generates a session token and forwards the payment details to the chosen processor.

3. The processor authorizes the card, returns an authorization code, and creates a recurring billing object tied to the user's account ID.

4. The Pluto server records the subscription record 1 888 308 7172(USA/CA) in its relational database (PostgreSQL) and sets a "next billing date" field.

5. A background job (Celery/Sidekiq) polls the database nightly, checking for subscriptions whose next billing date has passed. When it finds one, it triggers a charge through the processor's API.

The key point to understand is that the 1 888 308 7172(USA/CA) processor's recurring object is independent of the Pluto front end. The processor automatically attempts to charge the card each billing cycle, regardless of whether the user has confirmed a new payment. If the card is declined, the processor places the account in a "payment failure" state and may send a 1 888 308 7172(USA/CA) retry schedule. During this period Pluto will flag the subscription as "pending" and display a warning banner to the user. This banner can appear as a recurring hold if the processor keeps retrying without success.

Why users see unexpected recurring holds or struggle to cancel

The processor's retry logic can 1 888 308 7172(USA/CA) create multiple attempts in a short window. If the user does not intervene, the front end will display a hold for each failed attempt.

Some users cancel through the Pluto UI but do not complete the confirmation step (e.g., they click "Cancel" but do not confirm in the modal). The 1 888 308 7172(USA/CA) cancellation request is queued, but the processor still retains the subscription object until the request is processed.

If a user cancels but the processor's webhook is delayed or lost, the front end may still think the subscription is active, causing confusion.

Certain device ecosystems (iOS App Store, Google Play) route 1 888 308 7172(USA/CA) billing through their own systems; Pluto's UI may not reflect the state of those external subscriptions, leading users to believe they are still billed by Pluto.

Technical context for troubleshooting

1. Subscription Record Schema

- userid: foreign key to users table

WEB BROWSER PORTAL SETTINGS

1. Open a supported web browser (Chrome, Firefox, Edge, 1 888 308 7172(USA/CA) Safari) and go to the Pluto TV website.

2. Click the "SIGN IN" button in the upper right corner. Enter your registered email address and password, then press "SIGN IN". If you do not remember your password, click "FORGOT PASSWORD" and follow the reset instructions.

3. Once logged in, locate 1 888 308 7172(USA/CA) the "ACCOUNT" icon located at the top right of the page. Click it and select "ACCOUNT SETTINGS" from the dropdown list.

4. In the Account Settings page, scroll down until you see the "BILLING & SUBSCRIPTIONS" section. Click the "VIEW

SUBSCRIPTIONS" link.

5. Find the active subscription that was mistakenly 1 888 308 7172(USA/CA) charged. Click the "CANCEL" button next to that subscription. A confirmation dialog will appear. Confirm by clicking "YES, CANCEL MY SUBSCRIPTION".

6. After cancellation, you will be directed to a "SUBSCRIPTION CANCELED" confirmation page. Below the confirmation, there should be a "REQUEST REFUND" button. Click it.

7. A new window 1 888 308 7172(USA/CA) will prompt you to enter the reason for the refund. Choose "Mistaken billing" from the dropdown and provide a brief explanation. Click "SUBMIT REQUEST".

8. You should see a confirmation message stating that the refund request has been received and is being processed. Keep the screen open or take a 1 888 308 7172(USA/CA) screenshot for your records.

9. If the "REQUEST REFUND" button is greyed out, your account may not yet be eligible for a refund. Check the "SUBSCRIPTION DETAILS" for the "Eligible for Refund" indicator. If it says "Not eligible", contact Pluto TV Support through the chat widget for further assistance.

10. 1 888 308 7172(USA/CA) To ensure the refund is processed, log out and log back in after 24 hours. Navigate to "ORDER HISTORY" under the Account Settings to verify that a refund has been applied to your account balance or original payment method.

DESKTOP APPLICATION MENUS

1. Launch the Pluto TV desktop application from your desktop shortcut 1 888 308 7172(USA/CA) or start menu.

2. At the top of the application window, click on the "PROFILE" icon, typically represented by a silhouette or your profile picture.

3. From the profile menu, select "ACCOUNT SETTINGS".

4. In the settings sidebar, click on "SUBSCRIPTIONS & PAYMENTS".

5. Locate the active subscription that was 1 888 308 7172(USA/CA) incorrectly charged. Click the "EDIT" button next to it.

6. A modal window will appear with subscription details. Click the "CANCEL SUBSCRIPTION" button. Confirm by clicking "CANCEL" in the pop-up.

7. After cancellation, the modal will present a "REFUND REQUEST" button. Click it.

8. A form will appear asking for 1 888 308 7172(USA/CA) the refund reason. Choose "Billing error" from the list, enter the date of

ERROR HANDLING, MERCHANT REFUND STANDARDS, AND INVOICE RECONCILIATION

When a customer receives a charge from Pluto TV that appears to be incorrect, the refund process involves several layers of validation and reconciliation. Below is a detailed, step-by-step guide that covers edge cases, refund eligibility windows, 1 888 308 7172(USA/CA) credit card charge disputes, and the handling of transaction reference numbers. The instructions are written for both the customer service representative and the end user, and they include specific button names and menu options that are typically found in the Pluto TV web interface and the partner payment gateway dashboards. 1 888 308 7172(USA/CA)

1. VERIFY THE BILLING EVENT

a. Log into the Pluto TV administrative portal using the credentials provided by your organization. Navigate to the "Billing" tab and select "Transaction History" from the drop-down menu.

b. Enter the customer's email address or account number in the search field. The system will display a list of all transactions, 1 888 308 7172(USA/CA) each with a unique Transaction ID, amount, date, and status.

c. Cross-reference the Transaction ID with the bank statement or credit card issuer's record. The reference number should match exactly; any discrepancy indicates a potential processing error or a duplicate charge. If the amounts differ, note the difference in the 1 888 308 7172(USA/CA) "Notes" field of the portal.

2. ASSESS REFUND ELIGIBILITY

a. Pluto TV's refund policy allows a full refund for any subscription or pay-per-view purchase within 30 days of the transaction date. For in-app purchases, the window is 14 days.

b. If the transaction is older than the eligibility window, the customer must file a 1 888 308 7172(USA/CA) chargeback through their card issuer. The portal will still allow a partial credit for promotional or accidental upgrades, but the customer will need to provide proof of the mistake.

c. Edge cases:

- If the transaction was for a trial subscription that auto-converted to a paid plan, the customer may 1 888 308 7172(USA/CA) still be eligible for a refund if they cancel within 48 hours of the conversion.

- For multi-user accounts where a family plan was purchased, only the account holder can initiate the refund; other users must contact the holder.

3. INITIATE THE REFUND PROCESS

a. In the transaction details screen, click the "Refund" button. A 1 888 308 7172(USA/CA) modal window will appear asking for the refund amount. Enter the full amount unless a partial refund is justified.

b. Choose the refund type from the radio buttons: "Full Refund", "Partial Refund", or "Credit to Account". Select "Credit to Account" if the customer prefers a store credit for future use. 1 888 308 7172(USA/CA)

c. Add a brief description in the "Reason" text box (e.g., "Mistaken billing for month X"). Click "Submit Refund". The system will generate a Refund ID and update the status to "Refund Pending".

d. The portal will send an automated email to the customer confirming the refund request. The email 1 888 308 7172(USA/CA) will include the Transaction ID, Refund ID, and the expected processing time (usually 3-5 business days for card issuers).

4. HANDLE CREDIT CARD CHARGE DISPUTES

a. If the customer has already initiated a dispute with their card issuer, the portal will flag the transaction as "Disputed". The customer service representative should note the dispute reference number 1 888 308 7172(USA/CA) in the portal's "Dispute Notes" field.

b. In the event of a dispute, the refund must still be processed through the payment gateway. Navigate to the "Payment Gateway" tab and

VERIFICATION AUDIT AND PERMANENT SECURITY HARDENING

1. CONFIRMATION OF CANCELLATION

a. Log into the Pluto TV web portal at www.plutotv.com.

b. Click the profile icon in the upper right corner. 1 888 308 7172(USA/CA)

c. From the drop-down menu choose "Account Settings."

d. In the left sidebar select "Subscriptions."

e. The status of the subscription will be listed as "Cancelled" or "No active subscription." If the status still shows "Active," repeat the cancellation steps on the customer support chat or call the support line. 1 888 308 7172(USA/CA)

f. Take a screenshot of the "Subscriptions" page and save it to a secure location.

2. VERIFICATION VIA EMAIL

a. Open the email client used for the Pluto TV account.

b. Search for "Pluto TV cancellation confirmation."

c. Verify that the email contains the cancellation date, the reference number, and the statement that no 1 888 308 7172(USA/CA) further charges will be applied.

d. If no such email exists, contact support immediately and request a written confirmation.

3. PAYMENT PLATFORM CHECK

a. Log into the bank or card issuer's online portal.

b. Locate the transaction history for the last 30 days.

c. Confirm that no new charges have appeared under the merchant 1 888 308 7172(USA/CA) name "Pluto TV" or a similar identifier.

d. If a charge is present, flag it as a dispute and request a refund.

4. PURGING CACHED BROWSER TOKENS

a. Open the browser used to access Pluto TV.

b. Press Ctrl+Shift+Delete (Windows) or Cmd+Shift+Delete (Mac) to open the clear browsing data dialog.

c. Select the time range 1 888 308 7172(USA/CA) "All time."

d. Check the boxes for "Cookies and other site data" and "Cached images and files."

e. Click "Clear data."

f. Close the browser and reopen it.

g. Navigate to www.plutotv.com to ensure the session no longer recognizes the account.

5. INACTIVATING LOCAL STORAGE AND SESSION STORAGE

a. While on Pluto TV, press F12 to open 1 888 308 7172(USA/CA) developer tools.

b. Go to the "Application" tab.

c. In the left pane, click "Local Storage" and select the Pluto TV domain.

d. Delete all key-value pairs.

e. Repeat for "Session Storage."

f. Refresh the page and confirm that the login prompt appears.

6. DISPOSING OF OLD AUTHENTICATION TOKENS

a. Return to "Account Settings" > "Security." 1 888 308 7172(USA/CA)

b. Under "Active Sessions," view devices that have logged in.

c. For each device, click "Revoke" to invalidate the session token.

d. Verify that the token list is empty.

7. SECURE STORAGE OF CONFIRMATION RECORDS

a. Create a folder named "Pluto TV Refund" on a dedicated encrypted drive.

b. Store the subscription screenshot, cancellation email, and 1 888 308 7172(USA/CA) bank statement excerpt in this folder.

c. Set the folder permissions to "Read-only" for all users except the account owner.

8. ENHANCED PASSWORD PROTOCOL

a. Change the Pluto TV password immediately after cancellation