+1 (888)-308--7172 Pluto TV Refund Pending After Card Cancellation

SERVICE FOUNDATIONS AND USER ACCESSIBILITY CONTEXT

Pluto TV operates as a hybrid over-the-top (OTT) service that combines ad-supported streaming with optional premium add-ons. The core platform is built on a micro-services architecture deployed across multiple cloud regions to ensure low latency video delivery. Each functional domain-authentication, billing, content ingestion, ad-insertion, and user analytics-exposes a RESTful API 1 888 308 7172(USA/CA) gateway that is consumed by native iOS, Android, Roku, Amazon Fire TV, and web clients. The service is licensed under a commercial software-as-a-service (SaaS) agreement with the end user, while the underlying content delivery network (CDN) and ad-tech partners operate under separate commercial licenses that are abstracted from the subscriber. 1 888 308 7172(USA/CA)

From a licensing perspective Pluto TV distinguishes three principal product tiers:

1. FREE TIER - a fully ad-supported experience that does not require a payment method. Access is granted through a perpetual, revocable license tied to the user's unique identifier (UID) stored in the authentication service. The license is refreshed 1 888 308 7172(USA/CA) on each successful login and is automatically revoked if the user is flagged for fraud or violates the terms of service.

2. PREMIUM TIER - a paid subscription that removes ads and unlocks a small library of on-demand content. The premium license is a time-bound entitlement (monthly or annual) stored 1 888 308 7172(USA/CA) as a claim in the JWT token issued by the authentication service. The claim includes a "valid-until" timestamp, the payment method token reference, and a "refund-eligible" flag that is toggled by the billing service when a cancellation request is processed.

3. ADD-ON TIER - optional channel bundles (e.g., sports, premium 1 888 308 7172(USA/CA) movies) that are purchased on a per-month basis. Each add-on is represented as a separate entitlement object linked to the primary premium license. The add-on entitlements inherit the refund-eligible status of the parent subscription but can be individually revoked.

All user-facing interactions are mediated through the "Subscriber Dashboard," a single-page 1 888 308 7172(USA/CA) web application (SPA) built with React and Redux. The dashboard consumes the same API endpoints that the mobile and TV clients use, but it presents a richer set of administrative controls, including payment method management, subscription status, and refund request submission. The dashboard's UI hierarchy is anchored by a top-level 1 888 308 7172(USA/CA) navigation bar that contains the following buttons: HOME, CHANNELS, MY ACCOUNT, HELP, LOG OUT. The MY ACCOUNT section expands into a vertical side menu with entries: PROFILE, PAYMENT METHODS, SUBSCRIPTIONS, REFUND HISTORY, LEGAL.

When a user initiates a card cancellation, the request is routed to the billing micro-service, which communicates 1 888 308 7172(USA/CA) with the external payment processor (e.g., Stripe, Braintree) via a secure webhook. The billing service records the cancellation event, updates the payment method token status to "inactive," and flags any outstanding refunds as "pending-re-routing." If the user's subscription is still active at the time of card removal, the system automatically 1 888 308 7172(USA/CA) places the account into a "grace period" of 7 days, during which the user may re-add a payment method to avoid service interruption. Refunds that were already queued before the card deactivation are held in a transient queue awaiting a valid destination account. If no replacement payment method is supplied 1 888 308 7172(USA/CA) within the grace period, the refund process escalates to a manual review queue, where a support analyst must intervene to issue a

PLUTO TV PLAN MANAGEMENT AND ACCOUNT TERMINATION GUIDE

STEP 1 - ACCESS YOUR PLUTO TV ACCOUNT

1. Open a web browser on your computer or mobile device.

2. Type www.plutotv.com into the address bar and press Enter.

3. Click the "SIGN IN" button located 1 888 308 7172(USA/CA) in the upper right corner of the homepage.

4. Enter the email address and password you used to create your Pluto TV account, then click "LOGIN".

5. If you have two-factor authentication enabled, complete the verification step by entering the code sent to your phone or email.

STEP 2 - NAVIGATE TO SUBSCRIPTION SETTINGS

1. Once logged 1 888 308 7172(USA/CA) in, locate your profile icon in the top right corner. Click the icon to open a drop-down menu.

2. From the menu, select "ACCOUNT SETTINGS".

3. In the left-hand navigation pane, click "SUBSCRIPTIONS". This section displays all active and past subscriptions associated with your account.

STEP 3 - REVIEW CURRENT SUBSCRIPTION DETAILS

1. The "ACTIVE SUBSCRIPTIONS" table 1 888 308 7172(USA/CA) lists each plan, start date, renewal date, and payment method.

2. Identify the subscription linked to the credit card that has been cancelled. The "Payment Method" column will show the last four digits of the card or the word "CANCELLED".

3. Click the "VIEW DETAILS" button adjacent to the subscription. 1 888 308 7172(USA/CA) A modal window opens showing billing history, next renewal date, and a link to "Manage Payment".

STEP 4 - MODIFY PLAN SETTINGS (OPTIONAL)

If you wish to keep a subscription but change its plan level:

1. In the subscription details modal, click the "CHANGE PLAN" button.

2. A list of available plans (e.g., "Standard", "Premium") appears. Select 1 888 308 7172(USA/CA) the desired plan by clicking its radio button.

3. Review the new pricing and click "PROCEED TO PAYMENT".

4. Since the card is cancelled, choose "ADD NEW PAYMENT METHOD". Enter the new card details or select a PayPal account.

5. Confirm the payment by clicking "SUBMIT PAYMENT". The plan will 1 888 308 7172(USA/CA) update immediately.

STEP 5 - DISABLE RECURRING RENEWALS

1. Return to the "SUBSCRIPTIONS" page.

2. Locate the subscription you wish to cancel. Click the "MANAGE" button in the same row.

3. In the management screen, find the toggle labeled "AUTO-RENEW" and click it to switch from "ON" to "OFF". A confirmation prompt will appear.

4. Read 1 888 308 7172(USA/CA) the cancellation policy displayed in the prompt, then click "CONFIRM CANCELLATION".

5. The subscription status will change to "PENDING CANCELLATION" and the next renewal date will be highlighted in red.

STEP 6 - VERIFY CANCELLATION STATUS

1. After disabling auto-renewal, return to the "SUBSCRIPTIONS" page.

2. The status column should now read "PENDING CANCELLATION" for the 1 888 308 7172(USA/CA) affected plan.

3. The next renewal date will be shown with a note: "Will not renew. Cancellation effective on [date]".

STEP 7 - INITIATE REFUND REQUEST (IF APPLICABLE)

1. If you are entitled to a refund because the card was cancelled before the renewal, click the "REQUEST REFUND" button next to the subscription.

2. A form appears asking 1 888 308 7172(USA/CA) for the reason for the refund. Select "Payment Method Cancelled" from the dropdown and provide a brief comment if desired.

3. Click "SUBMIT REQUEST". A confirmation screen will display the estimated refund processing time (typically 5-10 business days).

STEP 8 - CLOSE YOUR PLUTO TV ACCOUNT

When you are satisfied that your subscription is cancelled and any refund 1 888 308 7172(USA/CA) has been processed, you may choose to delete your account permanently.

1. In the "ACCOUNT SETTINGS" page, scroll to the bottom of the left navigation pane and click "ACCOUNT DELETION".

2. A warning message will appear: "

MODULE 3: FREQUENTLY ENCOUNTERED IMPEDIMENTS AND ADVANCED TROUBLESHOOTING

PLUTO TV REFUND PENDING AFTER CARD CANCELLATION

When a subscriber cancels a credit card linked to their Pluto TV account, 1 888 308 7172(USA/CA) the platform's payment gateway may still attempt to process a subscription renewal. This can leave the user with a pending refund that never materializes. The following guide walks through the most common issues, provides precise navigation steps, and offers troubleshooting tips that address missing cancellation links, payment gateway blocks, and 1 888 308 7172(USA/CA) account synchronization problems.

1. VERIFY THAT THE CARD HAS BEEN REMOVED FROM THE ACCOUNT

a. Open the Pluto TV app or go to the web portal and sign in with your credentials.

b. Tap or click the PROFILE icon located in the lower right corner of the app or on the top right of the web page.

c. Select SETTINGS from 1 888 308 7172(USA/CA) the drop-down list.

d. In the SETTINGS menu, choose PAYMENT METHODS.

e. Review the list of stored cards. If the card you cancelled is still present, click REMOVE or DELETE. Confirm the action when prompted.

f. After removal, close the app or browser and reopen to ensure the change has 1 888 308 7172(USA/CA) propagated.

If the card does not appear in the list, it may already have been purged by Pluto TV's system. In that case proceed to step 2.

2. ENSURE THE SUBSCRIPTION HAS BEEN CANCELLED

a. Return to the SETTINGS screen and select SUBSCRIPTIONS.

b. Locate the active subscription plan (e.g., Premium, Pro). If the status reads ACTIVE, 1 888 308 7172(USA/CA) click

CANCEL SUBSCRIPTION.

c. A confirmation dialog will appear. Choose CONFIRM to finalize the cancellation.

d. After cancellation, the status should change to CANCELLED or PENDING. Note that the cancellation may take 24-48 hours to process in the backend.

3. CHECK THE PAYMENT GATEWAY LOGS

a. If you have access to the Pluto TV merchant dashboard 1 888 308 7172(USA/CA) (available for business accounts), log in and navigate to the TRANSACTIONS tab.

b. Filter transactions by the last 30 days and locate the card in question.

c. Verify that no pending authorization or capture remains. A status of PENDING AUTH or PENDING CAPTURE indicates the gateway is still attempting to 1 888 308 7172(USA/CA) charge.

d. If a pending transaction is found, click the REVOKE button to cancel the authorization. Confirm when prompted.

For individual users without dashboard access, contact Pluto TV support and request that they review the transaction history for your account.

4. ADDRESS PAYMENT GATEWAY BLOCKS AND REFUND REQUESTS

a. If a refund is pending, it will appear under 1 888 308 7172(USA/CA) REFUNDS in the merchant dashboard. The status may read PENDING, PROCESSING, or FAILED.

b. For a FAILED refund, check the error code. Common codes include:

- 01: Insufficient Funds

- 02: Card Expired

- 03: Card Not Supported

c. Contact your card issuer to resolve the underlying issue. Once resolved, 1 888 308 7172(USA/CA) request Pluto TV to retry the refund.

d. If the refund is still PENDING after 72 hours, open a support ticket via the Help Center and reference the transaction ID.

5. CLEAR CACHE AND COOKIES (FOR WEB USERS)

a. Open your browser's Settings menu.

b. Locate the Privacy & Security section and select CLEAR BROWSING DATA.

c. Check 1 888 308 7172(USA/CA) BOXES for Cookies and Site Data, Cached Images and Files, and other relevant data.

d. Click CLEAR DATA.

e. Restart the browser and log back into Pluto TV to see if the pending status has cleared.

6. UPDATE THE PLUTO TV APP (FOR MOBILE USERS)

a. Open your device's app

MODULE 4: COMPLIANCE CONFIRMATION AND ESCALATION SUPPORT

1. DOCUMENTING TRANSACTION RECEIPTS

1.1 LOG INTO YOUR PERSONAL ACCOUNT ON THE PLUTO 1 888 308 7172(USA/CA) TV WEBSITE OR MOBILE APP.

1.2 NAVIGATE TO THE "MY ACCOUNT" SECTOR. THE ICON IS A SILHOUETTE OF A PERSON IN THE TOP RIGHT CORNER.

1.3 CLICK THE "BILLING HISTORY" LINK. A LIST OF ALL PREVIOUS PAYMENTS WILL APPEAR.

1.4 IDENTIFY THE ENTRY THAT CORRESPONDS TO THE RECENT CARD CHARGES. 1 888 308 7172(USA/CA) NOTE THE DATE, AMOUNT, AND CARD BIN.

1.5 TO SAVE A COPY, PRESS THE "DOWNLOAD PDF" BUTTON NEXT TO THE ENTRY. IF THE BUTTON IS NOT PRESENT, RIGHT-CLICK THE ENTRY, SELECT "PRINT" FROM THE CONTEXT MENU, AND CHOOSE "SAVE AS PDF."

1.6 STORE THE PDF IN A SECURE LOCATION (EXAMPLE: 1 888 308 7172(USA/CA) C:\USERS\YOU\DOCUMENTS\PLUTORECEIPTS). INCLUDE A FOLDER NAME THAT REFLECTS THE MONTH (e.g., PLUTOJAN2026).

2. VERIFYING FINAL TERMINATION EMAILS

2.1 OPEN YOUR EMAIL CLIENT AND SEARCH FOR "PLUTO TV - ACCOUNT TERMINATION." IF THE SUBJECT LINE IS DIFFERENT, USE "PLUTO" AS A SEARCH TERM AND FILTER BY DATE.

2.2 CHECK THE FROM ADDRESS. A LEGITIMATE EMAIL WILL COME 1 888 308 7172(USA/CA) FROM support@plutotv.com.

2.3 CONFIRM THAT THE EMAIL CONTAINS A CLEAR STATEMENT OF SERVICE DISCONTINUATION, THE TERMINATION DATE, AND A REFERRAL NUMBER. THE BODY SHOULD ALSO LIST ANY REFUND PROCEEDINGS OR NEXT STEPS.

2.4 IF THE EMAIL IS MISSING A REFERRAL NUMBER, RECORD THIS AS A NONCOMPLIANCE POINT IN YOUR SUPPORT 1 888 308 7172(USA/CA) LOG.

2.5 TO ENSURE THE MESSAGE HAS NOT BEEN ALTERED, RIGHT-CLICK THE EMAIL, CHOOSE "VIEW SOURCE" (IN OUTLOOK) OR "SHOW ORIGINAL" (IN GMAIL). VERIFY THAT THE MESSAGE ID MATCHES THE RECORD IN THE PLUTO BACK-END SYSTEM (SEE STEP 3.4).

2.6 SAVE A COPY OF THE Email TO THE SAME FOLDER 1 888 308 7172(USA/CA) AS THE PDF RECEIPTS. NAME THE FILE TERMINATIONJAN2026.eml.

3. CONTACTING CUSTOMER ASSISTANCE

3.1 ACCESS THE PLUTO TV HELP CENTER BY GOING TO HELP.PLUTOTV.COM.

3.2 SELECT THE "SUBMIT A TICKET" OPTION FROM THE HOME PAGE.

3.3 FILL OUT THE FORM WITH THE FOLLOWING DETAILS:

- FULL NAME

- EMAIL ADDRESS

- PHONE NUMBER (OPTIONAL)

- SUBJECT: "REFUND PENDING AFTER CARD CANCELLATION"

- DESCRIPTION: INCLUDE THE REFERRAL NUMBER, THE DATE OF CARD CANCELLATION, AND A REQUEST FOR STATUS UPDATE.

3.4 ATTACH BOTH THE PDF RECEIPT AND THE TERMINATION EMAIL. USE THE "UPLOAD FILES" BUTTON TO ADD MULTIPLE ATTACHMENTS.

3.5 AFTER SUBMITTING, NOTE THE TICKET NUMBER THAT