BILLING AND PAYMENT POLICY

Payment Processing and Security: All card payments at Lacey MakerSpace, including memberships, classes, events, retail purchases on our in-shop tablets, and fees, are processed securely by Stripe, a payment processor certified to the highest level of the Payment Card Industry Data Security Standard (PCI DSS). LMS does not store your full credit card or bank account numbers. Staff can see limited details, such as card type and the last four digits, to help answer billing questions. We will never ask you to send card numbers by email, text, or phone.

Payment Authorization: By keeping a payment method on file with LMS, you authorize us to charge it for membership dues, accrued charges such as machine time, mentoring, and materials, and fees outlined in the User Agreement and Code of Conduct, such as no-show and badge replacement fees. Because accrued charges are based on use, amounts may vary from month to month. This authorization stays in effect until your membership is cancelled and all outstanding charges are paid.

Monthly Memberships: Monthly charges begin upon signup and are prorated based on the remaining days of the current month. Recurring monthly membership dues for the upcoming month and any additional accrued charges from the previous month (such as machine time, mentoring, or materials usage) are automatically billed by the 5th of each month.

Annual Memberships: Annual memberships do not renew automatically. Members must renew in person or online upon expiration. Monthly billing for any accrued charges from the previous month, such as machine time, mentoring, and materials, will continue to occur by the 5th of each month.

Cancellation Policy: Membership cancellation requests received at least three (3) business days before the end of the month will be processed immediately. Any cancellation request received after this deadline will result in a charge for the next month's membership fee. All cancellation notices must be submitted to info@laceymakerspace.org.

Final Billing Details: Members are responsible for all remaining charges, including machine time and other accrued fees. An additional charge may be applied for outstanding balances accrued during the final month of membership, even after membership dues cease upon cancellation confirmation. For specific details about credits and charges, please refer to your individual membership package.

Billing System: Billing charges on your bank statement will appear as "Fabman" for both LMS membership and machine time charges. You can log in to your Fabman account at any time to view invoices and update payment methods.

Declined Payments: If a payment is declined, we will notify you by email and ask you to update your payment method in Fabman. Equipment access may be paused until the balance is resolved.

Refunds: Membership fees, including partial-year memberships, are non-refundable. Refunds for classes and events follow the terms listed on the event ticketing platform, or you can contact LMS staff directly.

Billing Questions and Disputes: If you believe a charge is incorrect, please contact info@laceymakerspace.org before disputing it with your bank. Most billing questions can be resolved quickly by our team.

This policy is available on the Lacey MakerSpace website, posted in the space, and can be provided upon request. Questions can be directed to info@laceymakerspace.org.