

LapManager Refund & Dispute Policy

Effective Date: 28 August 2025

LapManager is a subscription-based motorsport management platform owned and operated by Vulcan Industries Pty Ltd. This Refund & Dispute Policy explains when you may be eligible for a refund, and how payment disputes are handled.

1. Refund Eligibility

- You may request a full refund of your subscription payment within 5 days of your most recent charge.**
 - Refunds are only available for the most recent billing period and cannot be applied retroactively.**
 - Refund requests made after the 5-day window will not be granted, except as required under Australian Consumer Law.**
 - Refunds are processed back to your original payment method via Stripe and may take 5–10 business days to appear in your account.**
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2. Non-Refundable Situations

Refunds will not be issued if:

- The request is made after 5 days of payment.**
 - You decide not to use the Service but do not cancel your subscription.**
 - You were downgraded due to failed payments.**
 - You were removed from the Service for violating our Terms of Service.**
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3. How to Request a Refund

To request a refund:

- 1. Email support@lapmanager.com.au with the subject line “Refund Request”.**
 - 2. Include your account email address and the date of the payment in question.**
 - 3. Our support team will review your request and confirm eligibility.**
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4. Payment Disputes

- If you believe you were charged in error, please contact us first at support@lapmanager.com.au.**
- Most issues can be resolved quickly without the need for a formal dispute.**

- If you open a chargeback/dispute directly with your bank or card provider, your LapManager account may be suspended while the dispute is under review.
 - If the dispute is resolved in our favor, your account may remain restricted until outstanding amounts are settled.
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5. Australian Consumer Law

Nothing in this policy affects your rights under the Australian Consumer Law (ACL). If the Service has a major failure or does not provide what was promised, you may be entitled to a remedy in addition to the refund terms listed above.

6. Contact Us

For refund requests or disputes, please contact:

Vulcan Industries Pty Ltd

Email: support@lapmanager.com.au