

## **LapManager Cancellation & Refund Policy**

**Effective Date: 28 August 2025**

**LapManager is a subscription-based motorsport management platform owned and operated by Vulcan Industries Pty Ltd. This Cancellation & Refund Policy explains how you can cancel your subscription, what happens to your data, and when you may be eligible for a refund.**

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### **1. Subscription Plans**

**LapManager offers the following subscription plans:**

- **Free – AUD \$0/month**
- **Enthusiast – AUD \$10/month**
- **Professional – AUD \$25/month**

**All prices are in Australian Dollars (AUD).**

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### **2. Cancelling Your Subscription**

- **You can cancel your paid subscription (Enthusiast or Professional) at any time through your account settings.**
  - **When you cancel, your plan will remain active until the end of your current billing cycle.**
  - **After the billing cycle ends, your account will automatically be downgraded to the Free plan unless you choose to delete your account entirely.**
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### **3. Refunds**

- **You are eligible for a full refund if you request cancellation within 5 days of your most recent payment.**
  - **Refunds are only provided once per billing cycle.**
  - **Refunds are processed via Stripe (our payment processor) and may take 5–10 business days to appear in your account.**
  - **After the 5-day refund window, no refunds will be provided for partial months or unused time.**
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### **4. Account Deletion**

- **If you choose to delete your account, all of your personal data and app data (events, fleets, costs, logs, etc.) will be permanently removed from our systems.**

- Data deletion requests are irreversible.
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## 5. Failure to Pay

- If a payment is declined or fails, we may suspend your access to paid features until the payment issue is resolved.
  - If payment issues remain unresolved, your account will be downgraded to the Free plan.
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## 6. Changes to Plans and Pricing

- Vulcan Industries may update subscription prices or plan features from time to time.
  - You will be notified in advance of any pricing changes and will have the opportunity to cancel before they take effect.
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## 7. Contact Us

If you have questions about cancelling your subscription or requesting a refund, please contact us at:

Vulcan Industries Pty Ltd

Email: [support@lapmanager.com.au](mailto:support@lapmanager.com.au)