

## **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.**

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### **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](mailto: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](mailto: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.**

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## **6. Contact Us**

**For refund requests or disputes, please contact:**

**Vulcan Industries Pty Ltd**

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