

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.

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).

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