11.4 Failed Payments

Failed payment means Stripe could not complete a required subscription charge.

Open **Settings → Plan & Billing → Manage billing**, update or replace the payment method, and complete any open invoice. LightDrive sends a payment-failure notice and reminder to the verified recovery email.

The account remains in failed-payment status for seven days from the recorded failure. If payment is not resolved by that deadline, it becomes Suspended. Successful payment restores normal account access. Use the deadline shown in Plan & Billing as your action point.

Do not submit the same payment repeatedly while a confirmation is pending. Refresh billing status first.

Current online article: https://help.lightdrive.one/account-status-and-service-lifecycle/failed-payments

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