

10.11 Refunds and Account Balances

Stripe records charges, credits, refunds, and outstanding amounts for the LightDrive subscription.

A paid-plan change creates the proration that Stripe applies to the subscription balance or invoice. Billing history labels an invoice Refunded or Partially refunded when Stripe reports a returned amount.

Immediate account deletion calculates a final settlement. Open invoice amounts and existing account credits are included before LightDrive determines whether money is refundable or still owed. A refund is sent only when the workflow can identify an eligible original payment with enough refundable capacity.

Processing time after a refund leaves Stripe is controlled by the bank or card issuer. Contact Support with the invoice date and amount when a balance or refund does not match the completed transaction.

Current online article: <https://help.lightdrive.one/plans-and-billing/refunds-and-account-balances>

Generated September 1, 2026