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.

Deleting your account now includes a final review of charges, outstanding invoices, and existing credits to determine whether a refund is due or a balance remains. Any eligible refund is returned to the original payment method. Contact Support for unusual cases or questions about the amount.

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

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