

LIGHTDRIVE HELP CENTER

LightDrive User Manual

Chapter 10 - Plans and Billing

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Chapter 10 - Plans and Billing

10.1 Understanding LightDrive Plans

LightDrive plans set the monthly price and Vault storage allowance.

- **Ray:** \$9 per month and 150 GB of Vault storage.
- **Beam:** \$15 per month and 750 GB of Vault storage.
- **Glow:** \$39 per month and 2 TB of Vault storage.

Open **Settings → Plan & Billing** for the current plan, exact amount, subscription status, renewal or trial date, payment method controls, plan changes, cancellation controls, and invoice history.

Mailbox storage is tracked separately and is not deducted from the Vault quota. Plan cards on the confirmation screen are the current source for price and transaction terms.

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

10.2 Viewing Your Current Plan

Open your Vault account menu, select **Settings**, and open **Plan & Billing**.

The page shows the current plan, Vault quota, subscription or trial status, the next billing event, automatic-renewal state, and the actions available for the account's current lifecycle state.



Plan & Billing

Current plan

Trial

Ray

Your account is set to continue after trial.

Quota

150 GB

Next date

Trial ends September 19, 2026

Next charge

Billing begins on • September 19, 2026 • \$9.00

Renewal

Enabled

Manage billing

View billing history

Cancel plan

Change plan

The current-plan card summarizes quota, status, billing timing, and the actions currently available.

The status card uses direct labels such as Active, Canceling, Action required, Restricted, Suspended, or Canceled. Read the message and date shown with the label; they identify the next payment, service-end date, grace-period deadline, or other required action.

If the page cannot verify current billing data, do not repeat a payment or plan change. Refresh once and contact Support if the information remains unavailable.

Current online article: <https://help.lightdrive.one/plans-and-billing/viewing-your-current-plan>

10.3 Changing Your Plan

Open **Settings** → **Plan & Billing** and select an available plan.

1. Review the target plan, storage allowance, monthly price, and whether the change is an upgrade or downgrade.
2. Review the effective billing adjustment shown for the current subscription.
3. Confirm the change once.



Plan & Billing

Current plan

Trial

Ray

Your account is set to continue after trial.

Quota

150 GB

Next date

Trial ends September 19, 2026

Next charge

Billing begins on •
September 19, 2026 • \$9.00

Renewal

Enabled

Manage billing

View billing history

Cancel plan

Hide plans

Find the plan that fits your needs

Upgrade anytime. Your files and account stay with you.

Core

Current plan

Ray

\$9.00 /month

150 GB

SECURE STORAGE

A strong starting plan for personal files, documents, and private email.

Most Popular

Beam

\$15.00 /month

750 GB

SECURE STORAGE

More room for families, photos, and growing storage needs.

Compare each available plan's storage allowance and monthly price before confirming a change.

Outside a trial, LightDrive asks Stripe to apply the plan change immediately and create the applicable proration. During a trial, the plan change does not create a proration. Selecting Beam or Glow during a trial requires a payment method.

An upgrade makes the larger Vault allowance available after the change succeeds. Before a downgrade, reduce storage below the new quota so synchronization and uploads can continue.

Current online article: <https://help.lightdrive.one/plans-and-billing/changing-your-plan>

10.4 Prorated Plan Changes

A proration adjusts the current billing period when a paid subscription changes plans before its renewal date.

Stripe calculates the unused value of the old plan and the remaining value of the new plan. The result can be an additional charge, a credit, or a net zero adjustment. LightDrive records the plan change and displays the resulting invoice or balance in billing history.

Plan changes made while a subscription is still trialing are applied without proration. Paid-plan changes use Stripe's current-period proration rules.

Review the confirmation screen before submitting. Its amount and billing date are specific to that account and transaction and take precedence over an example in this manual.

Current online article: <https://help.lightdrive.one/plans-and-billing/prorated-plan-changes>

10.5 Billing History

Open **Settings** → **Plan & Billing** and expand billing history.

LightDrive lists recent Stripe invoices with date, plan description, amount, and a status such as Paid, Open, Refunded, Partially refunded, Void, or Uncollectible. Select the available invoice or receipt link to open the Stripe-hosted record or PDF.





Plan & Billing

Current plan

Ray

Your account is set to continue after trial.

Trial

Quota

150 GB

Next date

Trial ends September 19, 2026

Billing history



Recent invoices for your subscription

Aug 20, 2026

Free trial for Ray plan

\$0.00

Paid

View

Close

\$9.00 /month

150 GB

SECURE STORAGE

A strong starting plan for personal files, documents, and private email

\$15.00 /month

750 GB

SECURE STORAGE

More room for families, photos, and growing storage needs

Expand Billing history to review recent invoice dates, amounts, statuses, and available records.

The page shows a recent subset. Use **Manage billing** to open the Stripe customer portal when you need the full history or payment-method controls.

If a charge is unfamiliar, compare its invoice date and plan description with your plan-change history, then contact Support before disputing it through the card issuer.

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

10.6 Automatic Renewal

An active paid plan renews at the end of each billing period using the payment method stored with Stripe.

Settings → Plan & Billing shows whether automatic renewal is enabled and the next expected charge date. A trial with a payment method converts according to the renewal information shown there. A trial without a required payment method enters limited status when it ends unless billing is resumed.

Canceling schedules renewal to stop. The account remains active through the displayed paid period. Use **Keep plan active** before that period ends to remove a scheduled cancellation.

Current online article: <https://help.lightdrive.one/plans-and-billing/automatic-renewal>

10.7 Canceling Your Plan

Open **Settings** → **Plan & Billing** and select the cancellation action.

The normal cancellation option stops automatic renewal and keeps the account active until the end of the current paid period. The confirmation screen displays the exact service-end date and required acknowledgements.

At the end of the paid period, the account enters a 14-day limited-access grace period. During that period, download important data or restore service. If no action is taken, the account becomes soft-deleted and access is disabled.

Cancellation is different from **Delete account now**. Immediate deletion disables services at once and starts a separate deletion workflow.

Current online article: <https://help.lightdrive.one/plans-and-billing/canceling-your-plan>

10.8 Undoing a Cancellation

A scheduled cancellation can be undone while the subscription is still active.

1. Open **Settings → Plan & Billing**.
2. Select **Keep plan active** or the displayed resume-renewal action.
3. Review and confirm the next expected charge.

After confirmation, automatic renewal is restored and the service-end notice clears. Refresh the page if Stripe needs a moment to return the updated subscription.

If the paid period has already ended, the action changes from undoing a cancellation to reactivation. Follow the reactivation terms shown on the page.

Current online article: <https://help.lightdrive.one/plans-and-billing/undoing-a-cancellation>

10.9 Reactivating Service

Open **Settings** → **Plan & Billing**. When the account is eligible, the page displays a reactivation or resume-billing action and the plans that can be selected.

Review the selected plan, payment method, amount, and restoration statement before confirming. LightDrive verifies the Stripe subscription or creates the required new subscription, restores the entitled plan group and Vault quota, and re-enables the coordinated services after payment state is valid.

Reactivation is available only during the restoration window and for eligible account states. It is not offered after permanent deletion or for a severe policy action. Contact Support if the page says the account needs review.

Current online article: <https://help.lightdrive.one/plans-and-billing/reactivating-service>

10.10 Deleting Your Account Immediately

Delete account now is the immediate closure option in **Settings → Plan & Billing**.

It disables account access and connected services immediately, cancels the subscription, and starts a 14-day hold before the account becomes eligible for permanent deletion. The confirmation requires explicit acknowledgement that email and uploaded data will be removed and that an active data-estate plan is rescinded.

For a paid subscription, LightDrive calculates the unused portion, open invoice amounts, and Stripe account balance. When a net refund is due and an eligible original charge is available, the workflow sends the prorated refund to that charge. If LightDrive cannot complete that settlement safely, it leaves the existing account and cancellation state in place and directs you to Support.

Download everything you need before confirming. Do not use this action merely to stop the next renewal.

Current online article: <https://help.lightdrive.one/plans-and-billing/deleting-your-account-immediately>

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>