LIGHTDRIVE HELP CENTER

LightDrive User Manual

Chapter 10 - Plans and Billing

Generated September 30, 2026

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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.

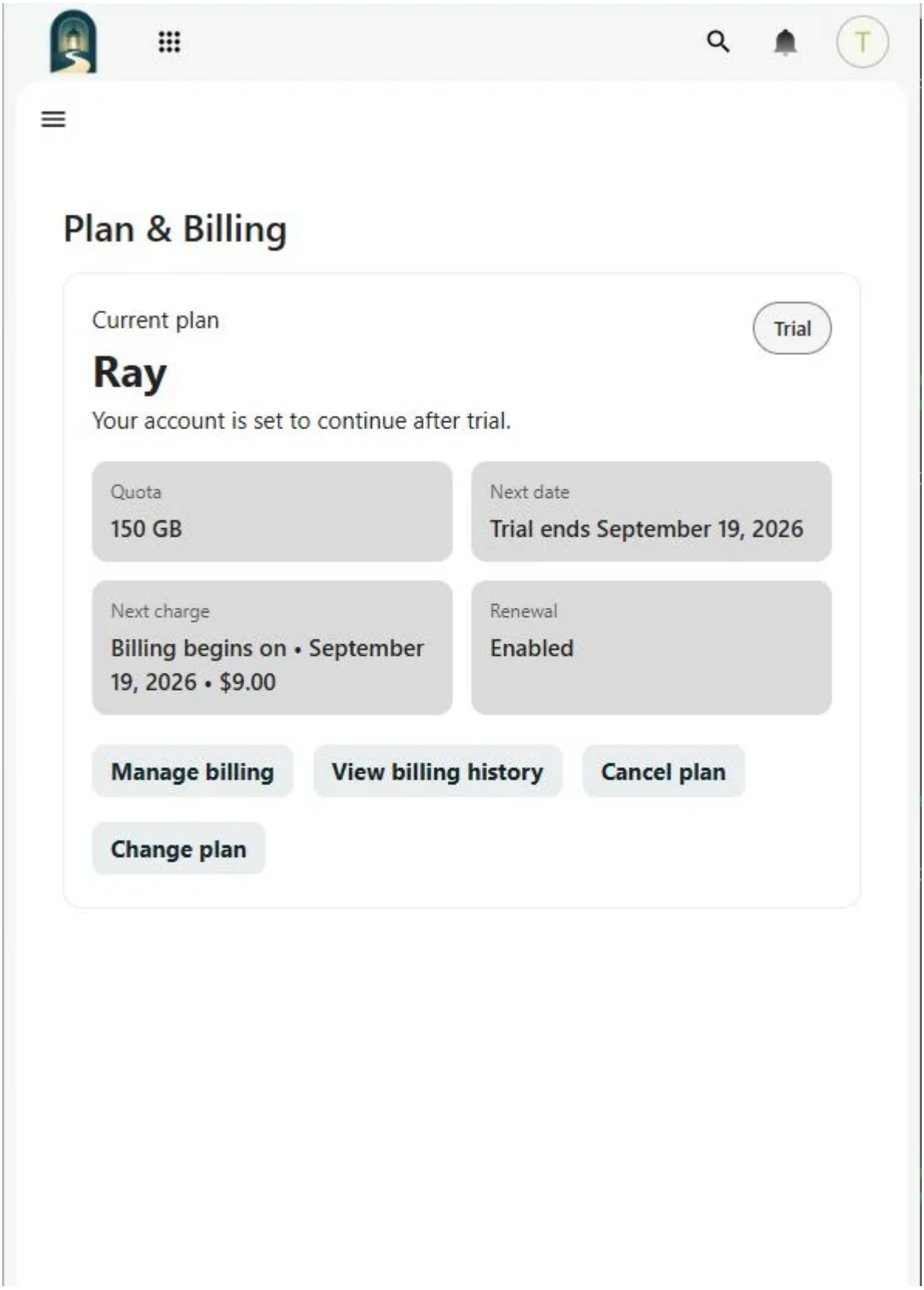
Mailbox storage is tracked separately and is not deducted from the Vault quota. Plan cards on the confirmation screen are the current source for price and transaction terms.

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.


T
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.

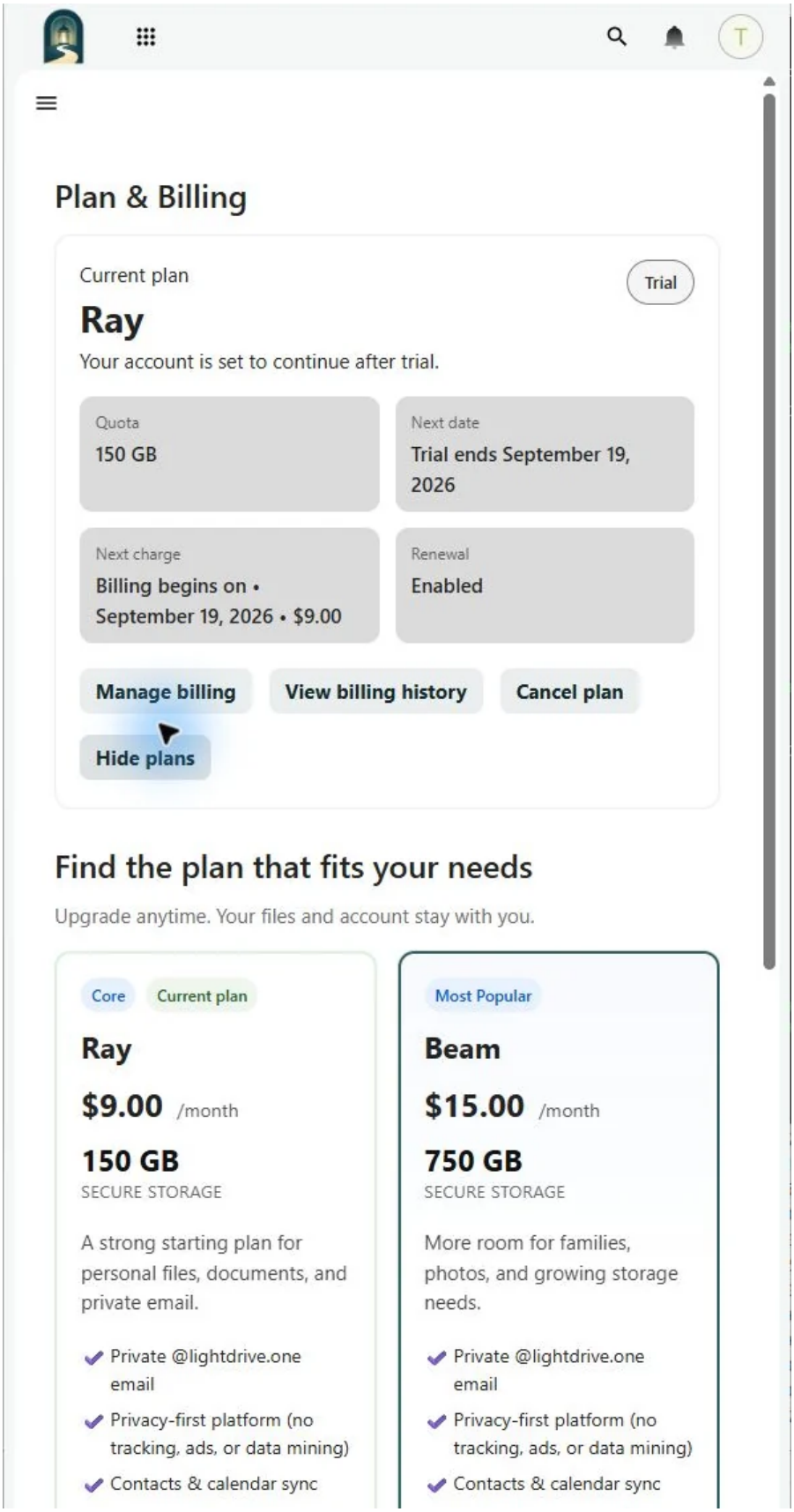
If the page cannot verify current billing data, do not repeat a payment or plan change. Refresh once and contact Support if the information remains unavailable.

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.
Private @lightdrive.one email
Privacy-first platform (no tracking, ads, or data mining)
Contacts & calendar sync
Most Popular
Beam
$15.00 /month
750 GB
SECURE STORAGE
More room for families, photos, and growing storage needs.
Private @lightdrive.one email
Privacy-first platform (no tracking, ads, or data mining)
Contacts & calendar sync

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 combined active-file and Deleted files usage below the new quota so synchronization and uploads can continue. Moving files to trash is not enough: retained trash still counts. Permanently delete only items you no longer need, or keep a plan large enough for the data you retain. See Storage Usage and Quotas.

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.

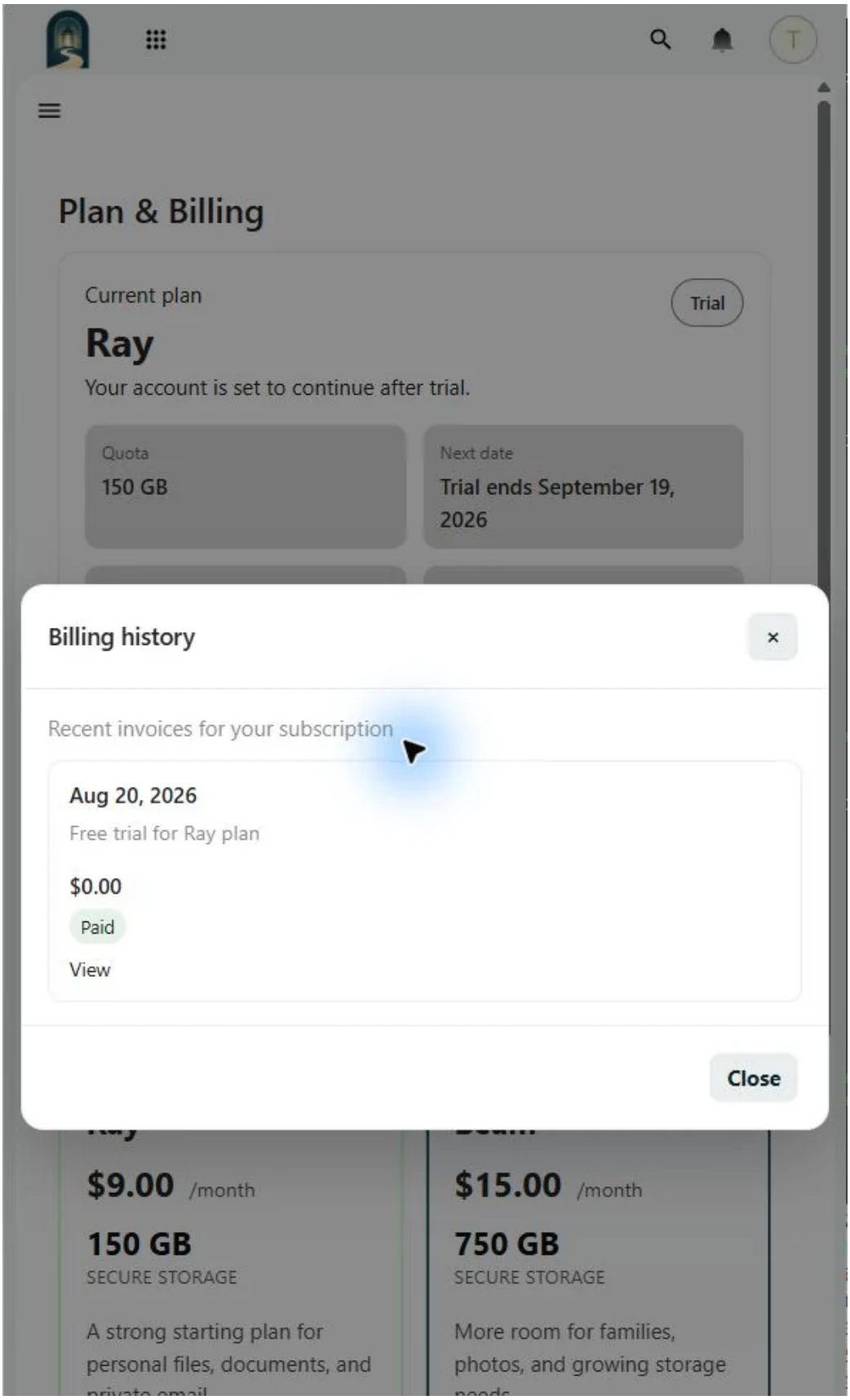
Review the confirmation screen before submitting. Its amount and billing date are specific to that account and transaction and take precedence over an example in this manual.

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
Trial
Ray
Your account is set to continue after 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
$15.00 /month
750 GB
SECURE STORAGE
More room for families, photos, and growing storage

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. Take action before the deadline shown in Plan & Billing. If no action is taken, normal account access is disabled and the account proceeds through the applicable closure and deletion process.

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 Now

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

It disables account access and connected services immediately, cancels the subscription, and begins the account-deletion process. The confirmation requires explicit acknowledgement that email and uploaded data will be permanently removed.

Some account information may be retained temporarily as described in the **Privacy Policy** and **Terms of Service**.

For a paid subscription, LightDrive considers the unused portion, outstanding invoices, and existing credits. Any eligible net refund is returned to the original payment method. If the refund or outstanding balance cannot be resolved, the existing account and cancellation state stay in place and LightDrive 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.

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