



Castledot.com — Refund & Cancellation Policy

Effective Date: November 2025

1. Introduction

This Refund & Cancellation Policy explains how refunds, cancellations, billing cycles, and auto-renewals work for the Lystra platform operated by Castledot.com.

ABN: 18622885618

Address: 62 Shorter Ave, Narwee NSW 2209, Australia

Contact: support@castledot.com

2. Monthly Subscription Renewals

Lystra subscriptions operate on a monthly auto-renewing basis.

Each billing cycle renews automatically unless the customer cancels prior to the renewal date.

3. How to Cancel

Customers may cancel at any time via:

Settings → Cancel Auto-Renew.

When auto-renew is disabled:

- Billing stops on the next renewal date.
- Access continues until the end of the current billing period.
- After expiration, access stops until a new payment method is added.



4. Refund Policy

We do not provide refunds for:

- Partial months
- Unused time
- Late cancellations after renewal
- Failure to use or access the platform

Refunds are only provided where required under Australian Consumer Law.

5. Free Trial

The free trial lasts 14 days.

At the end of the trial:

- Access stops unless a payment method is added.
- No charges occur unless the customer explicitly chooses a paid plan.

6. Failed Payments

If a payment fails:

- The customer will be notified,
- The system may retry the charge, and
- Access may be suspended until payment is successful.

7. Involuntary Account Suspension

We may suspend or terminate accounts for:

- Fraud
- Abuse



- Security risk
- Violation of Terms of Service

Suspension does not entitle a customer to a refund.

8. Currency & Taxes

All prices are displayed in Australian dollars (AUD) unless stated otherwise.

Taxes may be added depending on jurisdiction.

9. Chargebacks & Disputes

If a chargeback is initiated through Stripe or a card issuer:

- Access may be suspended
- We may contest invalid disputes
- Repeated disputes may lead to account termination

10. Contact

For billing or refund questions:

support@castledot.com

Castledot.com

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