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Strata Cancellation and Refunds

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Provider Racelogic Limited (company no. 02743719)

In plain terms. You can cancel online at any time and keep the service until the end of the period you paid for. Your first subscription has a 14-day money-back guarantee, whether you are a consumer or a business. Consumers also have a legal right to withdraw.

This policy is part of our Terms of Service.

1. How to cancel

1. An organisation admin can cancel at any time from the **Billing** page in the dashboard, which opens our payment provider's subscription page. It takes no more steps than subscribing did, and you do not need to contact us.
2. Cancellation takes effect at the end of the current billing period. You keep the Service until then, and you are not charged again. We confirm by email.
3. If you cannot use the dashboard, email billing@strata.stream from the address on your account, and we will cancel for you.

2. 14-day money-back guarantee

1. If you cancel your organisation's **first** subscription within 14 days of starting it, we refund the subscription fee in full and end the subscription straight away. This applies to consumers and businesses alike.
2. We keep back only the charge for any **extra usage** beyond your plan's included hours during those 14 days, at the normal rate.
3. To claim it, email billing@strata.stream within the 14 days from the address on your account. Refunds go back to the payment method you used, normally within 10 days.
4. The guarantee applies once per organisation, to its first subscription. It does not apply to renewals, to adding seats or add-ons to an existing subscription, or to Enterprise contracts.

3. Consumers: your right to withdraw

1. If you are a consumer, you also have a legal right to withdraw within 14 days of subscribing, without giving a reason. When you subscribe we ask you to request that the Service starts straight away, and to acknowledge that if you withdraw you will pay for the Service provided until then.
2. If you withdraw, we refund what you paid, less a proportionate amount for the Service supplied before you told us and any extra usage. Because the money-back guarantee refunds the full subscription fee on a first subscription, it will usually give you more.
3. Where the law gives you a cooling-off period after a renewal (for example for yearly subscriptions in the UK), you can cancel within it and receive a refund less a proportionate amount for the Service used since the renewal.

4. To withdraw, cancel from the Billing page or email billing@strata.stream saying that you wish to withdraw. You can use this wording if you like: "I hereby give notice that I withdraw from my contract for the Strata service, subscribed on [date], account email [email]."
5. These rights are in addition to your statutory rights if the Service is faulty or not as described.

4. Other refunds

1. We do not otherwise refund part of a billing period when you cancel.
2. We refund fees paid for the unused part of a period if we end your subscription without cause, if we make a change that significantly reduces what your paid plan gives you and you cancel because of it, or as the Terms of Service otherwise say.
3. If we have charged you in error, email billing@strata.stream and we will put it right.

5. What happens to your recordings

1. Cancelling does not delete anything straight away. Until the subscription ends you can keep streaming and downloading recordings.
2. After it ends, your organisation, encoders and settings remain, but you cannot start streams. Recordings continue to be deleted when they reach your retention period, as they always are.
3. If you want everything deleted now, an admin can delete all recordings, or the whole organisation, from the dashboard. Deleting the organisation also cancels its subscription immediately. Download anything you want to keep first: deleted recordings cannot be recovered.

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