

Return & Refund Policy

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1. What this policy covers

This document is the return and refund policy for the Roster desktop application's **Plus** and **Pro** subscriptions. Free-tier users have nothing to refund. Roster is a digital download and there is no physical product to return - "return" here means cancellation of the subscription plus, where eligible, a refund of money paid.

This policy sits alongside the [Terms of Service](#) and the [EULA](#). Where it differs from earlier wording in other documents, this policy is the authoritative refund document. It does not waive any non-excludable consumer right that applies to you under the mandatory consumer protection law of your country of residence - those rights always come on top of what's written here.

2. Free tier

Nothing to refund. You paid nothing. Uninstall any time. The uninstaller removes the Roster binaries; your vault and settings live under `%LocalAppData%\Roster\`, and deleting that folder by hand wipes every local trace of your accounts. We document this in the README and the Trust page.

3. Plus and Pro - general policy

Plus and Pro are **non-refundable as a matter of policy**. Specifically, we do not offer:

- "No questions asked" refunds.
- Satisfaction-based or "I changed my mind" refunds.
- Refunds for partially used subscription periods on cancellation.
- Student, educational, open-source, or volume discounts. The advertised price is the price.

You can cancel a subscription at any time from the customer portal linked in your activation email. Cancellation stops the next renewal and your licence continues to work until the end of the period you've already paid for, after which the machine drops to the Free tier. Your data on your machine is not affected by cancellation.

4. Statutory consumer rights (always preserved)

Where the mandatory consumer protection law of your country of residence grants you a non-excludable right to a refund - for example, a "cooling-off" right for distance contracts in the EU/UK, the

equivalent under the Australian Consumer Law, or analogous remedies elsewhere for digital goods or services not fit for purpose - that right is not waived by anything in this policy.

To exercise such a right, email support@accountroster.com from the address you used at checkout, citing the basis for the request. We will acknowledge within 3 business days and process eligible refunds **within 14 days of acknowledgement**, refunded to the original payment method.

If you are an EU or UK consumer, please note that by downloading and activating Roster on your machine you have requested that the digital service begin immediately and you have acknowledged that, on activation, you lose your statutory right of withdrawal in line with the relevant consumer rights regulations. Where local law overrides this, that override prevails.

5. Roster genuinely broken on the current release

If Roster on the current stable channel is genuinely unusable for your supported configuration and we cannot fix it within a reasonable window after you report it, email support@accountroster.com and we will work out a partial or full refund case by case. "Reasonable" depends on the severity and reproducibility of the issue; for a crash on launch we'd expect days, for an edge case we'd expect weeks.

This is not a "satisfaction" guarantee. It is a backstop for situations where the product itself has stopped working through no fault of yours - typically because an upstream change (Roblox client, Windows API) has temporarily broken a feature you paid for and we cannot route around it.

6. Roblox account termination caused by Roster

If your Roblox account is terminated and you can demonstrate the termination was caused by a defect in Roster (not by behaviour on the account itself), we will refund **the full annual subscription regardless of when it was paid**, and credit you for any future Plus or Pro purchase. To make the claim, email support@accountroster.com with:

- the date of the termination;
- any termination notice from Roblox if you received one - and if you didn't, screenshots, the in-product reason text Roblox showed you, or other contemporaneous evidence of the termination is acceptable;
- the affected Roblox username; and
- a brief description of what Roster was doing when the termination happened.

We will evaluate the claim against the application's audit log and reach a decision within 14 days. If the evidence points to behaviour on the account itself (running an exploit, violating Roblox's terms in-game, etc.) the claim is denied; if the evidence points to a defect in Roster, the refund is processed within 14 days of the decision.

7. Material feature removal during your subscription

If we remove a paid feature that you were paying for, and the removal materially reduces the value of your subscription, you are entitled to a pro-rata refund of the remaining current term. We will notify you of the removal in the release's changelog with a visible tag; email support@accountroster.com within 30 days of the notice to claim the refund.

8. Chargebacks

If you believe a charge from us is wrong, please email support@accountroster.com before opening a chargeback with your bank. Chargebacks are expensive for a small publisher to defend, and almost every situation that justifies one is something we'd refund directly if you asked. Opening a chargeback without contacting us first will result in your licence key being blocklisted from future activations on this product.

9. How to request a refund

1. Email support@accountroster.com from the address you used at checkout.
 2. Include your licence key (or the last four characters of it) and the basis for the request - which of the sections above applies.
 3. We acknowledge within 3 business days. If we need more information (e.g. a Roblox termination notice), we'll ask.
 4. If the refund is granted, we process it within 14 days, to the original payment method, in the original currency. Whop and your bank may add their own processing time before the money lands.
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10. Contact

Anything refund-related: support@accountroster.com. Read by one person, usually within 24 hours during the working week.
