

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** subscription. 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 - all purchases are final

All Plus purchases are final and non-refundable. Other than where a refund is required by the mandatory consumer law described in section 4, we do not provide refunds or credits in any circumstance, including:

- "No questions asked" or "changed my mind" refunds.
- Satisfaction-based refunds.
- Refunds for partially used subscription periods on cancellation.
- Refunds for a feature changing or being removed, or for a problem caused by an upstream change (the Roblox client, Windows) outside our control.
- Student, educational, open-source, or volume discounts. The advertised price is the price.

Because there is no general refund, please make sure Roster is right for you before you buy: the Free tier lets you try the core workflow first, and the [Features](#) page documents exactly what Plus adds.

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. Cancelling does not refund the current term. 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. Chargebacks

If you believe a charge from us is genuinely wrong - for example, a duplicate charge or a renewal after you cancelled - please email support@accountroster.com before opening a chargeback with your bank, and we'll look into it. Chargebacks are expensive for a small publisher to defend. Opening a chargeback in place of a valid statutory claim, or to reverse a final purchase this policy says is non-refundable, will result in your licence key being blocklisted from future activations on this product.

6. Exercising a statutory right

The only refunds we process are those required by the mandatory consumer law in section 4. To exercise such a right:

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 legal basis for the request.
 3. We acknowledge within 3 business days. If we need more information, we'll ask.
 4. If the law requires a refund, 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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7. Contact

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

