

Refund Policy — Driving Test Prep

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14-day refund for unused orders

Driving Test Prep, operated by **Canadian International Business Development CORP**, offers a **14-day refund window** on Premium orders, provided the order is still **unused**. If you have not yet started using any Premium feature (no premium practice questions, no premium mock exams, no other gated content accessed under the order), you can request a full refund within 14 days of your purchase date. Once Premium has been used under the order, it is considered **consumed digital content** and is no longer eligible for a refund.

How to request a refund

Refunds are processed by our payment provider and Merchant of Record, **Stripe**. Email info@motiratech.ca with your order reference and we will process the refund through Stripe. Approved refunds are returned to the original payment method, typically within 5–10 business days.

No cancellation needed

Premium does not auto-renew, so there is nothing to cancel for future periods — no further charges will be made. When the subscription term ends, access stops automatically.

How stacking & unused days work

Premium is sold in one-time access windows: **3 days (\$4.99)**, **7 days (\$9.99)**, and **30 days (\$24.99)**. None of them auto-renew. If you buy another window while your current Premium is still active, the new days are **added on top** of your existing expiration date — you do not lose any unused days. The refund eligibility for each order is evaluated on that order alone.

Other circumstances

Outside the 14-day window or after Premium has been used, refunds may still be issued for duplicate charges, unauthorised transactions, or a service-side failure that prevents access to Premium. Contact info@motiratech.ca and we will review the case and process the refund through Stripe if it qualifies.

Statutory rights

This policy is in addition to, and does not limit, any consumer rights you have under applicable law in your jurisdiction.

Frequently asked questions

Who is eligible for a refund?

Any Premium customer whose order is still **unused** and is within the 14-day window. The same rule applies to all three plans (3-day, 7-day, and 30-day): if no premium feature has been used under that order, it is refundable; once it has been used, it is not.

What counts as "using" Premium?

An order is considered used as soon as it unlocks any premium feature for your account — for example, viewing or answering a premium-only practice question, starting a premium mock exam, or otherwise consuming gated content covered by the subscription. Simply logging in or browsing free pages does not count as usage.

How is the 14-day window calculated?

The window starts at the moment your order is completed (the timestamp on your Stripe receipt) and ends 14 calendar days later. As long as you submit the refund request before that deadline *and* have not used Premium under that order, you qualify.

How long until the money is back on my card?

Once Stripe approves the refund, it is returned to your original payment method. Most cards and wallets receive the funds within **5–10 business days**, depending on your bank.

What happens to my access if I "cancel" during an active period?

There is no cancel button because Premium does not auto-renew — there are no future charges to stop. What you can do during an active period is request a refund:

- **Within 14 days of purchase and Premium not yet used:** Stripe issues a full refund and your Premium access ends immediately upon refund.
- **Premium already used, or after 14 days:** the order is no longer refundable. Your remaining paid days continue until the term ends, then access stops automatically.

I bought a longer plan on top of an active one. Can I still get a refund?

Each order is evaluated independently. If the most recent order is still unused and within the 14-day window, you can refund it — only the days added by that order are removed, and any earlier, still-valid plan continues until its own expiration date.

What if Premium stops working or I was charged twice?

Contact info@motiratech.ca even if the 14-day window has passed or Premium has been used. Duplicate charges, unauthorised transactions, and service-side failures that prevent access are always refundable.