



VENTURES PVT LTD

GRIEVANCE REDRESSAL & CUSTOMER SUPPORT POLICY

Effective Date: 10 September 2026

Last Updated: 10 September 2026

This Grievance Redressal & Customer Support Policy ("Policy") explains how users of **BELL Mock Tests** ("BELL," "Platform," "we," "us," or "our") can contact HEXEL VENTURES PRIVATE LIMITED for customer support and submit grievances.

BELL is an online mock-test and practice assessment platform created, owned, and operated by **HEXEL VENTURES PRIVATE LIMITED**.

1. COMPANY INFORMATION

HEXEL VENTURES PRIVATE LIMITED

BELL Mock Tests

Registered Office:

Door No. 37-240/8, Neerodi, Kollemcode,
Kollangodu, Vilavancode, Kanyakumari-629160,
Tamil Nadu, India

Website: bellmocktests.com

Customer Support & Grievance Email:

support@bellmocktests.com

Phone: +91 80506 74095

2. PURPOSE OF THIS POLICY

BELL aims to provide users with a clear and accessible mechanism for:

- Requesting customer support;
- Reporting problems or concerns;
- Submitting grievances;

- Seeking clarification regarding the Platform;
- Reporting issues affecting the use of BELL; and
- Escalating unresolved matters to the designated Grievance Officer.

This Policy applies to users of BELL and is intended to operate together with BELL's Terms & Conditions, Privacy Policy, Refund & Cancellation Policy, Disclaimer, and IP & Content Ownership and Protection Policy.

3. HOW TO CONTACT BELL

Users may contact BELL through either of the following channels:

A. Email

Users may send their request or grievance to:

support@bellmocktests.com

B. In-Platform Reporting

Where the relevant functionality is available, users may submit a report through BELL's built-in reporting mechanism.

Users should provide sufficient information to allow BELL to understand and investigate the matter.

Users should not include unnecessary sensitive personal information when submitting a complaint or report.

4. AVAILABILITY OF SUPPORT

Requests may be submitted through the available support channels **at any time, including outside working hours**.

BELL's normal customer-support and grievance-handling working hours are:

9:00 AM to 5:00 PM

Requests received outside these working hours will generally be processed during the next applicable working period.

5. ACKNOWLEDGEMENT OF GRIEVANCES

BELL aims to acknowledge a customer-support request or grievance within **48 hours** of receiving it.

The acknowledgement may confirm:

- Receipt of the request;
- That the matter is under review;
- That additional information is required; or
- The next steps where appropriate.

An acknowledgement does not necessarily mean that the complaint has been accepted or that a particular outcome has been determined.

6. RESOLUTION OF GRIEVANCES

BELL aims to resolve or provide a substantive response to a grievance within **one month** from receipt.

The actual time required may depend on:

- The complexity of the matter;
- Whether additional information is required;
- Whether investigation is necessary;
- Dependence on a third-party service provider; or
- Other circumstances reasonably affecting the investigation.

Where a matter cannot reasonably be completed within the stated period, BELL may inform the user of the status and any additional time reasonably required.

Nothing in this Policy limits any statutory time period or obligation that may apply under applicable law.

7. INFORMATION REQUIRED FROM USERS

To investigate a request effectively, BELL may ask the user to provide information reasonably necessary to identify and investigate the matter.

This may include:

- Account-related information;
- Purchase or transaction information;

- Relevant test information;
- Description of the issue;
- Screenshots or supporting evidence; or
- Other information reasonably necessary for resolution.

Users should provide accurate information and should not submit another person's private or confidential information unless they have a lawful basis to do so.

BELL will not request passwords, payment-card credentials, UPI PINs, or other sensitive authentication credentials through its support process.

8. REFUND-RELATED GRIEVANCES

Where a matter results in an approved refund, the refund will be processed **within 10 to 15 days after satisfactory reasons are provided**, subject to the applicable refund procedure.

The time required for the funds to actually appear in the user's bank account or payment account may additionally depend on the payment provider, bank, or other financial institution.

Refund eligibility itself is governed by BELL's **Refund & Cancellation Policy**.

Submitting a grievance does not automatically mean that a refund will be granted.

9. GRIEVANCE OFFICER

The designated Grievance Officer for BELL is:

Name: Hillu Micheal I S

Email: support@bellmocktests.com

Phone: +91 80506 74095

Address:

HEXEL VENTURES PRIVATE LIMITED

Door No. 37-240/8, Neerodi, Kollemcode,

Kollangodu, Vilavancode, Kanyakumari-629160,

Tamil Nadu, India

The Grievance Officer is responsible for overseeing the grievance-redressal process and handling matters requiring escalation.

10. ESCALATION

If a user believes that their grievance has not been adequately addressed through the normal support process, the user may request escalation to the **Grievance Officer**.

The request should be sent to:

support@bellmocktests.com

The user should, where possible, include:

- The original grievance;
- The date on which it was submitted;
- Any relevant reference or report information; and
- The reason the user believes further review is necessary.

The Grievance Officer will review the matter and take appropriate action in accordance with applicable law and BELL's policies.

11. FAIR AND GOOD-FAITH USE OF SUPPORT

BELL's support and grievance mechanisms are intended to provide genuine assistance and redressal.

Users must not knowingly:

- Submit false or fraudulent complaints;
- Provide deliberately misleading information;
- Repeatedly submit substantially identical complaints without new information;
- Abuse support personnel;
- Threaten or harass support personnel; or
- Use the grievance mechanism to facilitate prohibited activity.

Nothing in this section prevents a user from making a genuine complaint or exercising a legal right.

12. PRIVACY DURING GRIEVANCE HANDLING

Information submitted through customer support or the grievance process may be collected and processed for the purposes of:

- Investigating the grievance;
- Providing support;

- Resolving the matter;
- Maintaining appropriate records;
- Preventing fraud or misuse; and
- Complying with applicable legal obligations.

Screenshots or other supporting material submitted through BELL's reporting mechanism may be stored as reasonably necessary for investigation and record-keeping.

Further information regarding BELL's handling of personal data is provided in the **BELL Privacy Policy**.

13. THIRD-PARTY DEPENDENCIES

Certain matters may require information, action, or investigation involving third-party service providers used by BELL.

These may include services relating to:

- Payment processing;
- Authentication;
- Hosting;
- Database infrastructure;
- Analytics; or
- Other technical services.

Where resolution depends on a third party, BELL will take reasonable steps to investigate and address the matter but cannot guarantee the actions or response times of an independent third-party provider.

14. NO CHARGE FOR GRIEVANCE SUBMISSION

BELL does not charge users merely for submitting a customer-support request or grievance through its available support mechanisms.

This does not affect charges applicable to BELL's paid mock tests or other products.

15. RECORD KEEPING

BELL may maintain records of customer-support requests and grievances for as long as reasonably necessary to:

- Resolve the matter;
- Demonstrate that the matter was handled;
- Protect BELL's legal rights;
- Prevent fraud or abuse;
- Improve customer support; or
- Comply with applicable legal obligations.

Retention of grievance-related information will be handled in accordance with BELL's Privacy Policy and applicable law.

16. NO AFFILIATION WITH ANY ORGANISATION

BELL is an independent platform created and operated by **HEXEL VENTURES PRIVATE LIMITED**.

BELL has **no affiliation, association, authorisation, endorsement, sponsorship, partnership, collaboration, or official relationship with UPSC, the Government of India, or any other examination authority or organisation merely because an examination, organisation, syllabus, subject, or examination-related material is referenced by BELL.**

In particular, BELL's UPSC-related mock tests are independently created practice assessments and are not official UPSC examinations or official UPSC materials.

17. RELATIONSHIP WITH OTHER BELL POLICIES

This Policy should be read together with:

- BELL Terms & Conditions;
- BELL Privacy Policy;
- BELL Refund & Cancellation Policy;
- BELL Disclaimer; and
- BELL IP & Content Ownership and Protection Policy.

The policies collectively govern the use of BELL and its services.

Where a conflict arises, applicable law will prevail.

18. CHANGES TO THIS POLICY

HEXEL VENTURES PRIVATE LIMITED may update this Policy from time to time to reflect:

- Changes in BELL's support process;
- Changes in contact information;
- Changes in applicable law;
- Changes in the Platform; or
- Other operational requirements.

The updated version will be published on bellmocktests.com with a revised “**Last Updated**” date.

19. GOVERNING LAW

This Policy is governed by the laws applicable in India.

Nothing in this Policy is intended to exclude, restrict, or override any mandatory rights or protections available to users under applicable law.

Subject to applicable law, disputes relating to this Policy shall be subject to the jurisdiction of the competent courts having jurisdiction at **Kuzhithurai, Kanyakumari District, Tamil Nadu**.

20. CONTACT DETAILS

HEXEL VENTURES PRIVATE LIMITED
BELL Mock Tests

Customer Support & Grievance Email:
support@bellmocktests.com

Grievance Officer:
Hillu Micheal I S

Phone: +91 80506 74095

Registered Office:
Door No. 37-240/8, Neerodi, Kollemcode,
Kollangodu, Vilavancode, Kanyakumari-629160,
Tamil Nadu, India

Website: bellmocktests.com

21. FINAL ACKNOWLEDGEMENT

BELL is committed to providing users with an accessible customer-support and grievance-redressal mechanism.

Users may submit requests at any time. BELL's normal support working hours are **9:00 AM to 5:00 PM**, and BELL aims to acknowledge requests within **48 hours** and resolve or provide a substantive response within **one month**, subject to the nature and complexity of the matter.

Where a refund has been approved, BELL will process the refund within **10 to 15 days after satisfactory reasons are provided**, subject to the applicable refund policy and payment-provider processing.

© HEXEL VENTURES PRIVATE LIMITED. All Rights Reserved.