



VENTURES PVT LTD

REFUND & CANCELLATION POLICY

Effective Date: 10 September 2026

Last Updated: 10 September 2026

This Refund & Cancellation Policy applies to purchases made through **BELL Mock Tests** ("BELL," "Platform," "we," "us," or "our"), operated by **HEXEL VENTURES PRIVATE LIMITED**.

By purchasing a mock test or bundle through BELL, you acknowledge and agree to this Policy.

1. ABOUT BELL

BELL Mock Tests is an online mock-test and practice assessment platform operated by:

HEXEL VENTURES PRIVATE LIMITED

Registered Office:

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

Website: bellmocktests.com

Support / Refund Email: support@bellmocktests.com

2. PURCHASES ON BELL

BELL provides individual mock tests and bundles that may be purchased by users.

BELL does not currently operate on a subscription model.

Unless otherwise stated for a particular product, purchased access is generally available for **365 days from the date of purchase**.

During the applicable access period, users may make multiple attempts as permitted by the relevant test.

3. CANCELLATION POLICY

Because BELL provides digital mock-test content and access is provided electronically, a user generally cannot cancel a purchase simply because they:

- Changed their mind;
- No longer wish to use the test;
- Decided to prepare for a different examination;
- Purchased the wrong test voluntarily;
- Did not achieve the expected score; or
- Did not use the purchased access.

Accordingly, **change-of-mind cancellations are generally not eligible for a refund**, subject to any mandatory rights available to the user under applicable law.

4. FREE SESSIONS

Certain BELL tests may provide users with up to **three free sessions** before paid access is required.

Use of free sessions does not itself create a right to a refund for a subsequent purchase.

Users are encouraged to use available free functionality to understand the test format before purchasing paid access.

5. ELIGIBLE REFUND SITUATIONS

BELL may provide a refund where BELL verifies that a genuine problem with the Platform or purchased content materially prevented or affected the user's paid access.

Examples may include:

5.1 Paid access not provided

A user has successfully completed payment, but the purchased test or bundle cannot be accessed because of a BELL-side technical or system issue.

5.2 Material technical defect

A significant technical defect attributable to BELL prevents the user from reasonably using the purchased test.

Examples may include a verified:

- Access failure;
- Faulty test session;
- Incorrect timeout or session termination;
- Material system malfunction; or
- Other technical defect that materially affects paid access.

5.3 Genuine question or answer error

If BELL verifies a genuine mistake in a question, answer, explanation, or other test content that materially affects the test, BELL may provide an appropriate remedy.

Depending on the circumstances, the remedy may include:

- Correction of the affected content;
- Fresh access or replacement access;
- Refund of the relevant purchase amount; or
- Another reasonable corrective measure.

Where appropriate, BELL may provide both a refund and fresh access after correcting the relevant mistake, as determined by BELL based on the circumstances.

6. REFUNDS ARE SUBJECT TO VERIFICATION

A refund is **not automatically issued merely because a problem is reported**.

BELL will review the reported issue and determine whether it constitutes a genuine BELL-side defect or other circumstance qualifying for a refund under this Policy.

BELL may examine relevant information, including:

- Account information;
- Purchase information;
- Payment records;
- Test-session information;
- Technical logs;
- Screenshots;
- The reported question or answer; and
- Other information reasonably necessary to investigate the complaint.

BELL's determination will be based on the facts available to it and applicable law.

7. HOW TO REPORT A PROBLEM

If you experience a technical problem, question/answer error, or access issue, you should report it through the **built-in reporting option on BELL**, where available.

Users may be asked to provide a screenshot or other information that helps BELL investigate the issue.

A report should, where possible, clearly identify:

- The test concerned;
- The relevant question or session;
- The problem encountered; and
- Any supporting screenshot or information.

Users may also contact:

support@bellmocktests.com

8. REFUND PROCESS

Once BELL determines that a refund is justified, the refund will be initiated to the extent applicable.

BELL's target period for processing an approved refund is **within 10 to 15 days after satisfactory reasons are provided**.

The actual time taken for the funds to appear in the user's account may additionally depend on the payment provider, banking system, or payment method used.

BELL will not be responsible for delays caused solely by banks, payment processors, or other third-party financial institutions after BELL has initiated the refund.

9. PAYMENT PROCESSING

Payments on BELL are processed through **Razorpay** or other payment providers that may be used by BELL from time to time.

BELL does not store users':

- Credit/debit card credentials;
- UPI credentials; or
- Banking credentials.

Refund processing may therefore involve BELL and the relevant payment provider.

10. DUPLICATE OR ERRONEOUS PAYMENTS

If you believe that you have been charged more than once for the same purchase or that a payment was processed incorrectly, contact BELL at:

support@bellmocktests.com

BELL will verify the transaction records.

Where a duplicate or erroneous charge is confirmed, BELL will take appropriate corrective action, including a refund where applicable.

11. SERVICE AVAILABILITY

Temporary interruptions caused by circumstances beyond BELL's reasonable control do not automatically qualify for a refund.

These may include, for example:

- Internet connectivity problems;
- User-device problems;
- Browser-related issues;
- Third-party service outages;
- Payment-provider outages;
- General internet failures; or
- Other circumstances outside BELL's reasonable control.

However, where a significant and verified BELL-side technical failure materially prevents paid access, the matter may qualify for a refund or other remedy under this Policy.

12. MISUSE OF THE PLATFORM

Refunds will not ordinarily be provided where the issue results from a user's violation of BELL's Terms & Conditions, including:

- Sharing account credentials;
- Unauthorised access;
- Copying or distributing BELL content;
- Screenshotting or reproducing protected test content;
- Attempting to circumvent Platform restrictions;

- Fraudulent activity; or
- Other prohibited use.

This does not limit any mandatory rights available to a user under applicable law.

13. ACCESS AFTER REFUND

Where a refund is approved because a purchased service cannot reasonably be provided, BELL may disable or revoke the corresponding paid access.

Where the issue concerns a corrected question or answer and BELL provides fresh access as a remedy, the relevant access may be restored or extended as determined by BELL.

14. NO REFUND FOR EXAM RESULTS

BELL provides mock tests and practice assessments only.

BELL does not guarantee:

- A particular score;
- Improvement in performance;
- Qualification for any examination;
- Selection for any examination;
- Rank in an actual examination; or
- Any other examination outcome.

Therefore, dissatisfaction with an examination result or lack of improvement does not constitute a refund-eligible defect.

15. DISCOUNTS AND PROMOTIONAL PURCHASES

BELL may periodically offer discounts, promotional prices, bundles, or other offers.

Unless otherwise expressly stated, promotional pricing does not create a separate right to cancellation or refund.

Any refund that is otherwise approved will generally be calculated with reference to the amount actually paid for the relevant purchase, subject to applicable law.

16. CHANGES TO THIS POLICY

BELL may update this Refund & Cancellation Policy from time to time to reflect:

- Changes to the Platform;
- Changes to products or pricing;
- Changes in payment systems;
- Changes in refund procedures;
- Changes in applicable law; or
- Other operational requirements.

The updated Policy will be published on the Platform with a revised “**Last Updated**” date.

Changes will apply to purchases made after the updated Policy becomes effective, unless applicable law requires otherwise.

17. 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 consumer rights or protections available 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**.

18. CONTACT INFORMATION

For refund requests, cancellation-related questions, payment issues, or complaints:

HEXEL VENTURES PRIVATE LIMITED
BELL Mock Tests

Email: support@bellmocktests.com

Registered Office:

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

Phone: +91 80506 74095

Website: bellmocktests.com

19. USER ACKNOWLEDGEMENT

By purchasing a mock test or bundle from BELL, the user acknowledges that:

1. BELL provides digital mock-test and practice assessment services;
2. Purchased access is generally provided for 365 days;
3. Change-of-mind cancellations are generally not refundable;
4. Genuine BELL-side technical or content defects may qualify for an appropriate remedy;
5. Refund requests may be subject to verification; and
6. Nothing in this Policy limits mandatory rights available under applicable law.

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