

Dispute Policy

Last Updated: August 14, 2024

1. Overview

At Book Driving Test ("Bookdrivingtest.co.uk", "we," "our," or "us"), we are committed to resolving customer concerns in a fair, timely, and professional manner. This Dispute Policy outlines the process for raising and resolving issues related to transactions or services on our website: <https://bookdrivingtest.co.uk> (the "Site").

We encourage all users to contact our support team before initiating any external disputes or chargebacks, so we can resolve the matter internally whenever possible.

2. Internal Resolution Process

2.1. Contacting Support

Before submitting a dispute to your payment provider or bank, we ask that you first reach out to our customer support team by emailing us at support@bookdrivingtest.co.uk.

Please include:

- Your full name and email address used to register.
- Order or transaction ID (if available).
- A detailed explanation of the issue.
- Any relevant screenshots or documentation.

2.2. Response & Resolution

Once we receive your dispute, we will acknowledge it within 2 business days and conduct an internal investigation. Most cases are resolved within 5 to 10 business days. If your claim is valid, we will offer appropriate remedies, which may include a refund, service credit, or account adjustment.

3. External Disputes & Chargebacks

3.1. Bank-Initiated Disputes

If you choose to escalate a dispute through your payment provider, we are obligated to comply with their dispute process. We will submit all relevant evidence (such as access logs, communication history, and service delivery proof) within the required timeframe.

Please note:

The outcome of such disputes is determined solely by the payment processor or card network. We may be unable to issue refunds or provide support while an external chargeback is under review. We strongly encourage users to contact us first, as most disputes can be resolved quickly without going through a formal chargeback process.

4. Dispute Abuse Prevention

We take the misuse of the dispute process seriously. Abuse includes, but is not limited to:

- Submitting false or misleading claims.
- Requesting chargebacks while continuing to use the service.
- Repeatedly disputing fully delivered services without valid cause.

If we identify abuse of the dispute system, we reserve the right to:

- Restrict or suspend access to our platform.
- Block future purchases or accounts.
- Take legal action if fraudulent claims are made.

5. Contact Us

If you have questions about this Dispute Policy or need to follow up on a submission, please contact:

legal@bookdrivingtest.co.uk
support@bookdrivingtest.co.uk

By using our Site and services, you agree to resolve disputes in good faith and in accordance with this Dispute Policy.