

REFUND POLICY

Last Updated Date: August 14, 2024

1. Overview

At **Book Driving Test** ("Bookdrivingtest.co.uk", "we," "our," "us"), we strive to provide the best possible service. This Refund Policy outlines the circumstances under which refunds will be granted for our website <https://bookdrivingtest.co.uk> (the "Site"). By accessing our Site, you agree to this [Refund Policy](#).

2. Refund Policy for B2C Users

2.1. Refundable:

- Users are eligible for a refund if no available exam places are offered through the Site within 30 days of using the service.

2.2. Non-Refundable:

- Users cannot request a refund if they have not booked a place through the DVSA (Driver and Vehicle Standards Agency).
- Users who have booked a place through the Site cannot request a refund.
- If users change a reservation outside the Site, neither the Site nor the company is responsible, and refund requests will not be accepted.
- Users cannot request a refund if they cancel a reservation through the Site.
- If users who have not yet made a reservation through the Site change their reservations outside the Site, neither the Site nor the company will be responsible, and no refund request will be accepted.
- After registering on the Site, users cannot request a refund if they cancel the reservation while searching on the Site.
- If 30 days have passed and no appointment place has been found through the Site, it is not refundable if the user has not requested it.

2.3. Partial Refunds

Partial refunds are not possible under any circumstances.

3. Refund Policy for B2B Customers

3.1. Transaction-Based Refunds

No refund will be provided in the event of a transaction using the rights defined to customers. However, extra credits can be added. The rules in section 2.2 for B2C users also apply to B2B customers.

4. Non-Refundable Services

The following services are non-refundable under any circumstances:

- Trial Test feature
- Roadmap Creation feature

5. Refund Request Process

5.1. Submission

All refund requests must be submitted via the "Refund Request Form." Please keep in mind that submissions may require extra time to be handled and executed.

5.2. Processing Time

A refund request is processed in 5 business days. Users are notified if their request is accepted or rejected.

5.3. Refund Timeframe

If a refund is accepted, it may take 1 to 30 business days to be credited to the user's payment account, depending on the payment service provider's processing time.

6. Contact Us

If you have any questions or concerns about this [Refund Policy](#), please contact us at legal@bookdrivingtest.co.uk.

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