

REFUND POLICY

1. Nature of the Service

The Service activates automatically once payment is completed.

From that moment, the system begins monitoring the official DVSA database and sending real-time alerts whenever earlier driving test cancellations become available.

As a continuously running digital product, it incurs operational costs from the moment of activation.

2. Automatic Refund Condition

An **automatic refund** is triggered if, within **30 calendar days** from the payment date, you do **not receive any valid notification** (email or SMS).

This process is system-controlled and cannot be manually altered, expedited, or delayed.

If at least **one valid notification** has been sent during this period, the service is considered fully used and no refund applies.

3. Post-30-Day Review Process

If the automatic refund is not triggered and you believe you qualify for one, you may contact our support team for manual review at support@testcancellation.co.uk

Refund requests are reviewed within **5 business days**, and the decision (approved or declined) will be communicated by email.

Approved refunds are processed within **1–30 business days**, depending on payment and banking timelines.

Confirmation and proof of refund will be emailed once processing is complete.

4. Agreement to Terms and Service Activation

By completing payment or creating an account, the user agrees that the service activates automatically upon successful purchase.

Once activated, the process is non-reversible and operational costs are incurred immediately.

The user acknowledges that:

- Service activation occurs instantly after payment.
- Purchases are final and non-refundable except under the automatic refund condition in Section 2.
- Whether the service is used or unused, **no refund is issued within the first 30 days** unless the automatic refund condition applies.
- After 30 days, refund consideration is limited to verified cases where the automatic process did not trigger due to a technical fault.

Continuing with your purchase constitutes acceptance of these terms.

6. Valid Service Delivery

The service is deemed delivered and used once a valid notification has been sent to your registered email or phone number.

This applies regardless of whether:

- You successfully secure a DVSA booking,
- The DVSA cancels or reschedules your test, or
- You cancel or modify your booking yourself.

These situations are beyond our control and do not qualify for a refund.

7. Non-Refundable Circumstances

Refunds are not available in the following cases:

- At least one valid alert was sent.
 - You did not act on the notification in time.
 - The DVSA cancelled or changed your test appointment.
 - You cancelled, modified, or missed your own booking.
 - Your account was paused, closed, or deleted after activation.
 - The automatic refund procedure already completed successfully.
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8. Refund Completion Timeline

Approved refunds are processed within **1–30 business days** depending on your payment provider.

Once finalised, a confirmation email and digital receipt will be sent to your registered address.

9. Account Closure

Closing, deleting, or pausing your account does **not** automatically trigger a refund.

Refund eligibility is strictly governed by the terms outlined in this policy.

Contact Us

If you have any questions regarding this policy or wish to request a manual review, please contact our support team:

 support@testcancellation.co.uk

We aim to respond within **1–5 business days** and ensure all requests are handled promptly and transparently.