

MockNinja AI - Terms of Service

Effective Date: June 1, 2026 | Last Updated: June 1, 2026

1. Acceptance of Terms

By accessing or using MockNinja AI ('Platform'), operated via mockninja.co.in, you agree to be bound by these Terms of Service ('Terms'). If you do not agree to these Terms, please do not use the Platform. These Terms constitute a legally binding agreement between you ('User', 'you') and MockNinja AI ('we', 'us', 'our').

2. Description of Service

MockNinja AI provides an AI-powered mock interview platform that connects MBA aspirants with experienced interviewers from premier Indian business schools (IIM, ISB, XLRI). Our services include:

- AI-based interviewer matching based on your profile
- Mock interview sessions (solo and dual-panel formats)
- Structured feedback scorecards
- Session scheduling and booking management
- Profile evaluation tools

3. Eligibility

You must be at least 18 years of age to use MockNinja. By using the Platform, you represent that you are of legal age and have the legal capacity to enter into these Terms.

4. Account and Booking

You are responsible for providing accurate and complete information during the booking process. This includes your name, contact details, professional background, and target school preferences. Providing false or misleading information may result in cancellation of your booking without refund.

5. Pricing and Payment

Session Types:

- Solo Session (1 panelist, 45 min): Rs. 3,500
- Dual Panel (2 panelists, 45 min): Rs. 5,500
- Solo Bundle (3 sessions x 1 panelist): Rs. 9,000
- Dual Bundle (3 sessions x 2 panelists): Rs. 15,000

Payment: All payments are processed securely via Razorpay. Prices are in Indian Rupees (INR) and inclusive of applicable taxes. Payment is required at the time of booking. We reserve the right to modify pricing with prior notice.

6. Cancellation and Refund Policy

By User: Cancellations made 48 hours or more before the scheduled session are eligible for a full refund. Cancellations within 24-48 hours receive a 50% refund. Cancellations within 24 hours of the session are non-refundable.

By MockNinja: If we cancel a session due to interviewer unavailability or technical issues, you will receive a full refund or a rescheduled session at no additional cost.

Money-Back Guarantee: If you are not satisfied with your first session, you may request a full refund within 48 hours of the session by emailing MockNinjaHelp@gmail.com with a brief explanation.

7. Session Conduct

During mock interview sessions, you agree to:

- Be punctual and prepared for the scheduled session
- Maintain professional and respectful conduct
- Not record, distribute, or share session content without written consent
- Not engage in harassment, abuse, or inappropriate behavior toward interviewers

Violation of these guidelines may result in session termination without refund and suspension from the Platform.

8. Intellectual Property

All content on the MockNinja platform, including but not limited to the website design, AI matching algorithms, feedback templates, branding, logos, and text, is the intellectual property of MockNinja AI. You may not reproduce, distribute, or create derivative works without our written permission.

9. AI Matching Disclaimer

Our AI-based interviewer matching uses algorithmic scoring based on your profile, target schools, industry background, and preferences. While we strive for optimal matches, the AI matching is a recommendation tool and does not guarantee interview outcomes, MBA admissions, or specific results.

10. Limitation of Liability

MockNinja AI provides a practice interview platform and does not guarantee admission to any business school. To the maximum extent permitted by law:

- We are not liable for any indirect, incidental, or consequential damages
- Our total liability shall not exceed the amount paid for the specific service in question
- We are not responsible for interviewer opinions, feedback accuracy, or admission outcomes

11. Interviewer Relationship

Interviewers on MockNinja are independent panelists and not employees of MockNinja AI. While we vet and onboard all interviewers, we do not control their specific feedback, opinions, or interview styles. Interviewer credentials are verified but session quality may vary.

12. Data Protection

Your use of the Platform is also governed by our Privacy Policy. By using MockNinja, you consent to the collection and use of your information as described in the Privacy Policy.

13. Modifications to Terms

We reserve the right to modify these Terms at any time. Updated Terms will be posted on the Platform with a revised effective date. Your continued use of MockNinja after changes constitutes acceptance of the modified Terms.

14. Termination

We reserve the right to suspend or terminate your access to the Platform at our discretion, including for violation of these Terms, fraudulent activity, or misuse of the Platform.

15. Governing Law

These Terms shall be governed by and construed in accordance with the laws of India. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts in Hyderabad, Telangana.

16. Contact

For questions regarding these Terms of Service, contact us at:

MockNinja AI

Email: MockNinjaHelp@gmail.com

Location: Hyderabad, India