



• human resource certification preparation

## **HRCP Program “You Pass or Your Money Back” for SPHR**

We are so certain that using the HRCP Program will prepare you to pass the HR certification exam, we'll give you your money back if you don't pass.

### **How can you offer a money-back guarantee?**

We have confidence in the HRCP Program. If you learn the material and take the practice exams, you will be prepared to pass the SPHR exam. We're willing to bet on it.

### **What do I need to do to qualify for the money-back offer?**

- Purchase the complete 2017 HRCP Program (six units, flash cards, and online practice exams) directly from HRCP.
- Read and study all six units.
- Complete all 15 practice tests at [hrcp.com](http://hrcp.com), scoring 80% or better on each test, prior to your SPHR exam date. (You can retake the practice tests as needed.) Keep in mind that each test can be taken only once every 12 hours.
- Take the SPHR; if you don't pass, we'll refund the purchase price of the HRCP Program.

### **How long do I have to request a refund?**

The guarantee is valid one year from the date of purchase, and your refund request must be received within 90 days of your SPHR exam.

### **How do I go about requesting a refund?**

To request a refund, submit the following information via email or fax:

- A completed Refund Request Form (page 2 of this document)
- A copy of your official Examination Results from the HR Certification Institute
- A copy of your receipt showing your purchase from HRCP

Upon receipt and approval of your refund request, a Refund Authorization form will be sent to you via email. The HRCP Program (six units and flash cards) may then be returned within 30 days with the Refund Authorization form for a refund.

Please note that this offer is available only to residents of the United States. Shipping charges will not be refunded, and you are responsible for the cost of return shipping. Class fees and SPHR exam fees are not covered by this offer.

**HRCP Program**  
**“You Pass or Your Money Back” for SPHR Refund Request Form**

Name \_\_\_\_\_ Company \_\_\_\_\_  
Street address \_\_\_\_\_ City, State, ZIP \_\_\_\_\_  
Phone number \_\_\_\_\_ Email address \_\_\_\_\_  
hrcp.com username \_\_\_\_\_

- I am a resident of the United States.
- I purchased the 2017 HRCP Program directly from HRCP.
- I have read and studied all six units of the 2017 HRCP Program in their entirety.
- I completed the 15 practice tests on the hrcp.com website prior to my SPHR exam, and I scored 80% or better on each test. Scores and dates completed are recorded below.

Unit 1 Business and Strategic Management

Form A score \_\_\_\_\_ date \_\_\_\_\_  
Form B score \_\_\_\_\_ date \_\_\_\_\_

Unit 4 Compensation and Benefits

Form A score \_\_\_\_\_ date \_\_\_\_\_  
Form B score \_\_\_\_\_ date \_\_\_\_\_

Unit 2 Workforce Planning and Employment

Form A score \_\_\_\_\_ date \_\_\_\_\_  
Form B score \_\_\_\_\_ date \_\_\_\_\_

Unit 5 Employee and Labor Relations

Form A score \_\_\_\_\_ date \_\_\_\_\_  
Form B score \_\_\_\_\_ date \_\_\_\_\_

Unit 3 Human Resource Development

Form A score \_\_\_\_\_ date \_\_\_\_\_  
Form B score \_\_\_\_\_ date \_\_\_\_\_

Unit 6 Risk Management

Form A score \_\_\_\_\_ date \_\_\_\_\_  
Form B score \_\_\_\_\_ date \_\_\_\_\_

Sample SPHR Questions

score \_\_\_\_\_ date \_\_\_\_\_

Comprehensive Practice Exam

Form A score \_\_\_\_\_ date \_\_\_\_\_  
Form B score \_\_\_\_\_ date \_\_\_\_\_

- I am including with this form:
- A copy of my official Examination Results from the HR Certification Institute showing the date of my SPHR exam and my failing score
  - A copy of my receipt showing my purchase from HRCP

I attest that the above information is true, and I acknowledge that inaccurate information may invalidate my request for a refund. I understand that my refund request will be evaluated, after which further instructions for returning the HRCP Program will be provided.

\_\_\_\_\_  
signature

\_\_\_\_\_  
date

Please email Refund Request Form and SPHR Examination Results  
to [hrcp@hrcp.com](mailto:hrcp@hrcp.com) or fax them to 801-343-3674.