



• human resource certification preparation

HRCPP “You Pass or Your Money Back” for PHR/SPHR

We are so certain that using the HRCPP 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 HRCPP Program. If you learn the material and take the assessments, you will be prepared to pass the PHR or 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 2022 HRCPP Program (five units, flash cards, and online assessments) directly from HRCPP. Purchases through a third party are subject to that organization's return policy. Qualifying products include the Print Edition, the Online Edition, and the combined Print AND Online Edition. *Exam vouchers are non-refundable and are not included in the guarantee.
- Read and study all five units and the online *Guide for Successful Exam Preparation*.
- Complete all 14 assessments at hrcpp.com, scoring 80% or better on each assessment, prior to your PHR or SPHR exam date. You can retake the assessments as needed. Each assessment can be taken only once in a 24 hour period.
- Take the PHR or SPHR exam; if you don't pass, we'll refund the purchase price of the HRCPP 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 30 days of taking your PHR or SPHR exam.

How do I go about requesting a refund?

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

- 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 HRCPP

Upon receipt and approval of your refund request, a Refund Authorization form will be sent to you via email. The HRCPP Program (five units and flash cards) may then be returned within 15 days with the Refund Authorization form for a refund. Online access will be revoked when the refund is issued.

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 PHR/SPHR exam fees are not covered by this offer.

2696 N University Ave, Suite 200, Provo, UT 84604
801-343-3699 | info@hrcpp.com | www.hrcpp.com

HRCP PHR/SPHR "You Pass or Your Money Back" Refund Request Form

Full Name:	Phone Number:
Street Address:	Email Address:
City, State, Zip:	HRCP.com Username:
Exam Taken:	Test Date:

- G I am a resident of the United States.
- G I purchased the 2022 HRCP Program directly from HRCP.
- G I have read and studied all five units of the 2022 HRCP Program in their entirety, as well at the online *Guide for Successful Exam Preparation*.
- G I completed the 14 assessments on the hrcp.com website prior to my PHR or SPHR exam, and I scored 80% or better on each assessment. Scores and dates completed are recorded below.

	Practice Assessments		Timed Assessments	
Pre-Test	Score	Date		
Unit 1	Score	Date	Score	Date
Unit 2	Score	Date	Score	Date
Unit 3	Score	Date	Score	Date
Unit 4	Score	Date	Score	Date
Unit 5	Score	Date	Score	Date
Comp #1			Score	Date
Comp #2			Score	Date
Comp #3			Score	Date

I am including with this form:

- G A copy of my official Examination Results from the HR Certification Institute showing the date of my PHR/SPHR exam and my failing score
- G A copy of my receipt showing my purchase directly 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, PHR/SPHR Examination Results, and receipt to support@hrcp.com