

## HRCP “You Pass or Your Money Back” for PHR, SPHR, SHRM-CP, SHRM-SCP

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 PHR, SPHR, SHRM-CP, or SHRM-SCP exam. We're willing to bet on it!

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

- Purchase the complete 2025 HRCP Program (six units, flash cards, and online practice exams) directly from HRCP. 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 & Online Edition. *\*Exam vouchers are non-refundable and are not included in the guarantee.*
- Read and study all six units and the online *Guide for Successful Exam Preparation*.
- Complete all 16 practice/timed exams at [hrcp.com](http://hrcp.com), scoring 80% or better on each exam, prior to your PHR, SPHR, SHRM-CP, or SHRM-SCP exam date. You can retake the exams as needed. Each exam can be taken only once in a 24 hour period.
- Take the PHR, SPHR, SHRM-CP, or SHRM-SCP exam; 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 30 days of taking your PHR, SPHR, SHRM-CP, or SHRM-SCP 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 HRCI or SHRM
- 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 15 days with the Refund Authorization Form for a refund. Online access will be revoked when the refund is authorized.

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 and exam fees are not covered by this offer.

## HRCP "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 2025 HRCP Program directly from HRCP.
- G I have read and studied all six units of the 2025 HRCP Program in their entirety, as well at the online *Guide for Successful Exam Preparation*.
- G I completed the 16 practice/timed exams on the hrcp.com website prior to my PHR, SPHR, SHRM-CP, or SHRM-SCP exam, and I scored 80% or better on each exam. Scores and dates completed are recorded below.

	Practice Tests		Timed Exams	
Preliminary Assessment	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
Unit 6	Score	Date	Score	Date
Mock Exam #1			Score	Date
Mock Exam #2			Score	Date
Mock Exam #3			Score	Date

I am including with this form:

- G A copy of my Official Examination Results from HRCI or SHRM showing the date of my PHR, SPHR, SHRM-CP, or SHRM-/SCP 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, Official Examination Results, and receipt to [support@hrcp.com](mailto:support@hrcp.com)