

退款保證條款細則

退款保證:

- 如考生在購買考試相關產品（並不包括私人補習服務）後於 **30 個月曆日**內應考相關考試不及格，本公司提供 100%退款。
- 在購買產品時，必須提供應考同學於香港身份證或護照上的全名、聯絡號碼、電郵及考試日期。
- 如購買時沒有提供考試日期，同學必須在考試日前，最少一個月曆日之前，以電郵（info@2cexam.com）向本公司提供以下資料，退款保證才能生效：
① 考生姓名 ② 客戶編號 ③ 訂單編號 ④ 考試科目 ⑤ 考試日期
- 成績通知書上的考生姓名，必須與收據上的姓名吻合，退款保證方為有效。
- 考生姓名、考試科目、考試方式及考試日期一經提供，不論任何原因，都不得更改。
- 考試如因天氣原因取消，退款保證將會失效。

退款期限:

- 應考電腦試的同學如需申請退款，必須於考試後 **14 個月曆日**內辦理退款手續。
- 應考筆試的同學如需申請退款，必須於考試後 **30 個月曆日**內辦理退款手續。

退款手續:

需要申請退款的同學（同學可以委託他人代辦，不須任何委託文件）請帶同以下文件，在辦公時間內到本公司的門市辦理退款手續。

- 收據（綠紙/橙紙）
- 職業訓練局/香港證券及投資學會相關成績通知書(官方發出的紙本)/證書(官方發出的紙本)
- 考試相關產品

辦理退款手續，考試相關產品的擁有權，將由同學方轉移至本公司。

收據及成績通知書/證書的擁有權，仍然歸同學方擁有。

本公司在核對考生姓名、考試日期以及考試成績後，即時發放退款。

欠缺以上任何一份文件，本公司不會發放退款。

正常使用產品的塗污，包括筆跡及螢光筆，不影響退款保證。

若產品出現損毀，例如釘裝受到人為嚴重損壞，退款保證會立即失效。

退款方式:

- 現金 (如同學使用支票或現金付款)
- PayPal (如同學使用 PayPal 付款)

Paradox Management Limited 保留隨時修改此條款及細則之權利而無須另行通知。如有任何爭議，Paradox Management Limited 保留最終決定權。

Money Back Guarantee Terms and Conditions

Money Back Guarantee

- If the candidate does not pass the relevant examination (except for private tutorial service) within **30 calendar days** of purchasing our examination-related products, they will be eligible for a 100% refund.
- Candidate must provide our company with the candidate's full name (as printed on passport or HKID) , phone number, email and exam date to be eligible for the Money Back Guarantee at the time of purchase.
- If the candidate failed to provide the exam date at the time of purchase, **they must provide our company with the following information at least 1 calendar day prior to the day of examination by email (info@2cexam.com)** for the Money Back Guarantee to be valid:
1. Candidate name; 2. Client ID; 3. Order ID; 4. Exam subject; 5. Exam date
- ***The candidate's name on their result notification must match the candidate's name on the receipt for the money back guarantee to be valid.***
- ***Candidate's name, Subject of Examination, Method of Examination, Examination date cannot be changed once submitted regardless of any reasons.***
- ***Money Back Guarantee will be void in the case of examination cancellation due to weather condition.***

Refund Period

- Computer Based Examinations: candidates may only request a refund within **14 calendar days** of taking the examination.
- Paper Based Examinations: candidates may only request a refund within **30 calendar days** of taking the examination.

Refund Procedures

To request a refund, **candidates (proxies may be delegated; no delegation authorization is required)** should bring the following materials to our office during office hours.

- Receipt (Green Paper/Orange Paper)
- **Official hard copy** of result Notification/Certificate issued by the VTC or the HKSI
- Examination related products

Our company will **disburse the refund immediately** upon verifying the candidate's examination results.

Normal wear and tear, including pen mark and highlighter markings will not affect the refund.

If there are obvious signs of sabotage such as the binding being hampered with, no refund will be given.

Methods of Refund:

- Cash (if the method of payment was Cash or Cheque)
- PayPal (if the method of payment was PayPal)

Paradox Management Limited reserve the right to vary or cancel the offers and/or amend or alter these terms and conditions at any time without prior notice. In the event of any dispute, Paradox Management Limited shall be final and conclusive.