

# 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，最少一個工作天之前，以電郵（[info@2cexam.com](mailto: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 working 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.***