

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 個公歷日**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，最少一個公歷日之前，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、考試日期及任何資料一經提供，不論任何原因，都不得更改。
- 考試如因任何人士的任何原因取消或改期，退款保證將會失效以及不能在未來任何時間生效。任何例外情況亦不會被接受。
- 如果因為罷工，核子災難，颱風，地震，海嘯，火災，水災，閃電，山泥傾瀉，火山爆發，樓宇倒塌，騷亂/暴亂，恐怖襲擊，戰爭，瘟疫以及其他任何原因導致本公司辦公室不能提供服務，退款保證亦將不能提供。
- 退款保證只能在本公司營業時間內提供，本公司營業時間外將不會提供任何退款服務。

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 個公歷日**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 個公歷日**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。欠缺以下任何一份文件，本公司不會發放退款。

- 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，不予二次出售該試題或發還。

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。

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/現金/FPS 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 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 cannot provide the exam date at the time of purchase, **they must provide our company with the following information at least 1 calendar day before 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 or any information provided cannot be altered once submitted regardless of any reasons.***
- ***If the examination is cancelled or rescheduled due to any reasons by any party, the money back guarantee will be voided and will not be applicable. Any exceptions will not be entertained.***
- ***If our office is unable to be in service due to strike, nuclear disaster, typhoon/hurricane, earthquake, tsunami, flood, fire, lightning, landslide, volcano eruption, building collapse, civil commotion/riot, terrorist attack, war, plague and any other reasons, Money Back Guarantee will be voided.***
- ***Money Back Guarantee can only be provided during office hours; we do not settle claims of Money Back Guarantee outside office hour.***

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 authorisation is required)** should bring the following materials to our office during office hours. We **will not refund** in the lack of any of the below documents:

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

The product shall be returned to our company at the time candidates request a refund while the result slip belongs to the candidates. We will disburse the refund immediately upon verifying the candidate's examination results.

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

If there are visible 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/Cheque/FPS)
- 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.