



Return/Refund Policy

All exam purchases are non-returnable, non-refundable and non-transferable.

Terms and Conditions

- Exams are to be taken within 6 months of original ordered date. Exams not taken within this time frame will be cancelled.
- Exams purchased are for a specific exam type and are not transferable to another type of exam.
- To receive their results candidates must provide pre-requisite information.
- Candidates whose credit card payments are declined will not be permitted to write their exam(s).
- Candidates that fail to arrive for their exam appointment will have their exam session cancelled, without notice or refund, by Loyalist Exam Services (LES). If the candidate wishes to take their exam at a later date, after the exam has been cancelled, the candidate will need to pay an additional administrative handling fee.
- All exam pricing is in USD.
- The failure of LES to enforce any provision contained within these terms and conditions shall not be construed as a waiver or limitation of LES's right to enforce and compel strict compliance with these terms and conditions.
- By using a credit card to pay for your exam, you confirm that the card being used is yours. All credit card holders are subject to validation checks and authorization by the card issuer. If the issuer of your card refuses to authorize payment LES will not process your exam request and will not be liable for any delay or non-delivery of your exam. We are not obliged to inform you of the reason for the refusal and payment in accordance with your order.
- LES reserves the right to apply an additional fee for additional administrative handling on examinations rescheduled from the originally selected examination date.
- All processes and procedures are the property of LES and shall not be copied or shared.
- Contents of examination material may not be shared copied, distributed or communicated in any manner. Evidence of such will result in the loss of credentialing and possible legal action.
- In event shall LES be liable, directly or indirectly, for any damages, including special, indirect or consequential damages, loss of revenue, profit, or loss of data, as a result of LES' performance, deficient performance, or non-performance of the services hereunder. The maximum liability of LES in any event and for any reason shall be equal to the amount paid by the purchaser to LES for the applicable exam session purchased hereunder.
- These terms and conditions constitute the entire agreement between the parties with respect to the subject matter and supersede all prior agreements, understandings, negotiations and discussions, whether written or oral. There are no conditions, covenants, agreements, representations, warranties or other provisions, express or implied, collateral, statutory or otherwise, relating to the subject matter except provided in these terms and conditions. No reliance is placed by any party on any warranty, representation, opinion, advice or assertion of fact made by any party or its directors, officers, employees or agents, to any other party or its directors, officers, employees or agents, except to the extent that it has been included in these terms and conditions.
- **Terms and Conditions are subject to change without notice. Check our website or call our office for up to date information.**