



## LES Terms & Conditions

### **Refunds and Transfers**

All exam purchases are non-returnable, non-refundable and non-transferable. Exams purchased are for a specific exam type and are not transferable to another type of exam or another individual.

### **Exam Payments**

Exams may be purchased by American Express, Visa, or MasterCard, and must be ordered by the exam candidate. 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.

Candidates whose credit card payments are declined will not be permitted to write their exam(s).

All exam pricing is in USD.

### **Expiry and Extensions**

Exams are to be taken within 6 months of original ordered date. Exams not taken within this time frame will expire and no refunds will be given. Extensions cannot be granted.

### **No Show**

Candidates who fail to arrive for their exam appointment will receive a result of No Show and their exam session will be cancelled, without notice or refund, by Loyalist Exam Services (LES). If the candidate wishes to take their exam at a later date, they must purchase a new exam at the standard fee.

### **Reschedule**

Exams may be rescheduled as per instructions, but must be done more than 24 hours prior to exam delivery.

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.

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 at <https://tableau.lcsexams.com> for up to date information.

## Tableau's Certification Exam Policies

Tableau, and in collaboration with our exam partner, Loyalist Exam Services, we strive to deliver high quality certification exams. We follow certification standards that include exam security practices, fairness criteria, consistent delivery environments, and much more. While we support every customer's success, we make policies and decisions to protect Tableau, the Certification Program, and all individuals who achieve a certification.

### **Exam Security and Integrity**

We enforce numerous procedures and policies to ensure our exam content is secure and that only qualified candidates who have demonstrated proficient skills are certified. If there is reason to believe a candidate has violated a policy or engaged in misconduct, exam proctors are authorized to take immediate and appropriate action.

Examples of misconduct include:

- Modifying and/or altering the original results/score report for an exam or any other exam records.
- Violation of the current exam retake policy.
- Violation of any exam rules.
- Fraudulently impersonating another to gain access to an exam.
- Submission of any work that is not completely your own.
- Providing or accepting improper assistance.
- Using unauthorized materials.
- Possession of non-authorized items during an exam.
- Copying, publishing, disclosing, transmitting, selling, offering to sell, posting, downloading, distributing in any way, or otherwise transferring, modifying, making derivative works of, reverse engineering, decompiling, disassembling or translating any exam in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose.
- Using exam content in any manner that violates applicable law.

### **Revoking Certifications**

If a candidate violates any testing rule, exam policy, or term within the exam agreement, Tableau may revoke any existing certifications and permanently prohibit the candidate from taking any future Tableau exams.

### **Privacy**

Tableau is committed to ensuring your privacy. This applies to any data collected by Tableau or LES, from your exam registration to exam results. If you are a Tableau Partner and utilize a Partner Code when ordering an exam, you grant permission for Tableau to share your exam results with your organization and/or to any Tableau team initiating an exam requirement.

### **Accommodation Requests**

Requests for exam delivery accommodations due to disabilities must be submitted before or during the exam ordering process. You must access the [Accommodation Request](#) form, follow the instructions to

complete the form, and submit with the required documentation. All requests must include a signed doctor's note with details of the disability and requested accommodation.

All requests will be reviewed on a case-by-case basis and evaluated to ensure compliance with competencies and delivery systems capabilities. Acknowledgement of Request will happen within two (2) business days of receipt. Review and response may take up to seven (7) days.

## Challenging an Exam Item

Every exam question undergoes the following:

- **Technical Review** by SMEs (Subject Matter Experts) who confirm accuracy and relevance.
- **Copy Edits** to check for grammar and clarity.
- **Alpha Testing** to verify performance and measurement against competencies.
- **Beta Testing** to validate against the target audience.
- **Ongoing Data Analysis** to monitor reliability.

If you feel that an exam item is invalid or inaccurate, you may request a review of that item by completing the [Item Challenge](#) form. You must complete and submit this challenge within three (3) days of taking the exam. Receipt of the challenge will be acknowledged within two (2) business days. Reviews and responses may take up to three (3) weeks.

## Exam Results

Results for Qualified Associate, first level exams, are reported as a percentage of total points. They are automatically scored by a calibrated and verified scoring tool. Request for a review of results will not be permitted.

Results for Certified Professional, second level exams, are reported as Pass or Fail. Failed exams will include proficiency levels for each module. These exams are reviewed and scored by a Grading Committee, a group of trained and calibrated SMEs (Subject Matter Experts). All exams are anonymous to graders and scored with a standard rubric.

Changes to the results are extremely rare. Candidates of second level exams who wish to challenge their results may do so by completing the [CP Exam Review](#) form. Submissions must be made within three (3) days from receipt of their exam results. Acknowledgement of submission will happen within two (2) business days of receipt. Review and response may take up to three (3) weeks. The response to a review is considered final and cannot be repealed.

## Results Feedback

To protect the integrity of the exam content and to comply with certification standards, requests for additional feedback on results will be denied.

## Complaints

If you feel your exam failure was due to circumstances beyond your control, please email [exams@loyalistexams.com](mailto:exams@loyalistexams.com) and include as much detail as possible. You must send the email within one (1) week of when your exam was delivered. Acknowledgement of submission will happen within two (2) business days of receipt. Review and response may take up to three (3) weeks.