



• human resource certification preparation

HRCP Program “You Pass or Your Money Back” for SPHR

We are so certain that using the HRCP Program will prepare you to pass the HR certification exam, we'll give you your money back if you don't pass.

How can you offer a money-back guarantee?

We have confidence in the HRCP Program. If you learn the material and take the practice tests, you will be prepared to pass the SPHR exam. We're willing to bet on it.

What do I need to do to qualify for the money-back offer?

- Purchase the complete 2019 HRCP Program (five units, flash cards, and online practice tests) directly from HRCP.
- Read and study all five units and the online *Guide for Successful Exam Preparation*.
- Complete all 18 practice tests at hrcp.com, scoring 80% or better on each test, prior to your SPHR exam date. (You can retake the practice tests as needed.) Keep in mind that each test can be taken only once every 24 hours.
- Take the SPHR; if you don't pass, we'll refund the purchase price of the HRCP Program.

How long do I have to request a refund?

The guarantee is valid one year from the date of purchase, and your refund request must be received within 30 days of your SPHR exam.

How do I go about requesting a refund?

To request a refund, submit the following information via email or fax:

- A completed Refund Request Form (page 2 of this document)
- A copy of your official Examination Results from the HR Certification Institute
- A copy of your receipt showing your purchase from HRCP

Upon receipt and approval of your refund request, a Refund Authorization form will be sent to you via email. The HRCP Program (five units and flash cards) may then be returned within 15 days with the Refund Authorization form for a refund.

Please note that this offer is available only to residents of the United States. Shipping charges will not be refunded, and you are responsible for the cost of return shipping. Class fees and SPHR exam fees are not covered by this offer.

HRCP Program
“You Pass or Your Money Back” for SPHR Refund Request Form

Name _____ Company _____
Street address _____ City, State, ZIP _____
Phone number _____ Email address _____
hrcp.com username _____

- I am a resident of the United States.
- I purchased the 2019 HRCP Program directly from HRCP.
- I have read and studied all five units of the 2019 HRCP Program in their entirety, as well as the online *Guide for Successful Exam Preparation*.
- I completed the 18 practice tests on the hrcp.com website prior to my SPHR exam, and I scored 80% or better on each test. Scores and dates completed are recorded below.

Unit 1 Practice Tests

Form A score _____ date _____
Form B score _____ date _____
SPHR score _____ date _____

Unit 4 Practice Tests

Form A score _____ date _____
Form B score _____ date _____
SPHR score _____ date _____

Unit 2 Practice Tests

Form A score _____ date _____
Form B score _____ date _____
SPHR score _____ date _____

Unit 5 Practice Tests

Form A score _____ date _____
Form B score _____ date _____
SPHR score _____ date _____

Unit 3 Practice Tests

Form A score _____ date _____
Form B score _____ date _____
SPHR score _____ date _____

Comprehensive Practice Tests

Form A score _____ date _____
Form B score _____ date _____
Scenario score _____ date _____

- I am including with this form:
- A copy of my official Examination Results from the HR Certification Institute showing the date of my SPHR exam and my failing score
 - A copy of my receipt showing my purchase from HRCP

I attest that the above information is true, and I acknowledge that inaccurate information may invalidate my request for a refund. I understand that my refund request will be evaluated, after which further instructions for returning the HRCP Program will be provided.

signature

date

Please email Refund Request Form and SPHR Examination Results
to hrcp@hrcp.com or fax them to 801-343-3674.