



## **HR Education Network – Instructor-led HR Certification Test Preparation**

### **“You Pass or Your Money Back” for PHR/SPHR**

We are so certain that using our **instructor-led** online HR certification test preparation program will prepare you to pass the HR certification exam, we'll give you your money back if you don't pass.

#### **Why we offer a money back guarantee**

We have confidence in our program. If you learn the material and take the practice tests, you will be prepared to pass the PHR or 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 HREN Instructor-led HR Certification Test Preparation course.
- Attend a minimum of 90% of the online video sessions (10 out of the 11 regular sessions, in addition to the on-demand introduction)
- Read and study all five units and the online *Guide for Successful Exam Preparation*.
- Complete all 18 practice tests at [hrnp.com](http://hrnp.com), scoring 80% or better on each test, prior to your PHR/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 PHR/SPHR certification exam within 90 days of the completion of your HREN course.

**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 (next page of this document)
- A copy of your official Examination Results from the HR Certification Institute
- A copy of your receipt showing your purchase from HR Education Network.
- A copy of a minimum of 10 out of 11 of your HR Education Network completion certificates.

Upon receipt and approval of your refund request, a Refund Authorization form will be sent to you via email. Please note that this offer is available only to residents of the United States. Additionally, only one individual per purchase is eligible for the refund. PHR/SPHR exam fees are not covered by this offer.

## **HR Education Network “You Pass or Your Money Back” - PHR/SPHR Refund Request Form**

Name \_\_\_\_\_

Street address \_\_\_\_\_

Phone number \_\_\_\_\_

I am a resident of the United States.

Company \_\_\_\_\_

City, State, ZIP \_\_\_\_\_

Email address \_\_\_\_\_

I purchased the 2019 HR Education Network Program directly from HR Education Network.

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			Unit 4 Practice Tests		
Form	Score	Date	Form	Score	Date
A			A		
B			B		
PHR/SPHR			PHR/SPHR		

Unit 2 Practice Tests			Unit 5 Practice Tests		
Form	Score	Date	Form	Score	Date
A			A		
B			B		
PHR/SPHR			PHR/SPHR		
Unit 3 Practice Tests			Comprehensive Practice Tests		
A			A		
B			B		
PHR/SPHR			PHR/SPHR		

I am including with this form:

A copy of my official Examination Results from the HR Certification Institute showing the date of my PHR/SPHR exam and my failing score

and

A copy of my receipt showing my purchase from HR Education Network.

I attest that the above information is true, and I acknowledge that inaccurate information may invalidate my request for a refund.

Signature\_\_\_\_\_Date:\_\_\_\_\_

□ □

Please email Refund Request Form and PHR/SPHR Examination Results to [Jessica.vieira@hreducationnetwork](mailto:Jessica.vieira@hreducationnetwork) with the subject line: HR Certification Test Preparation Refund Request