

# CertCollege.com

## Guarantee Return Form

### Directions:

1. Your return must be postmarked no later than **15 days** after your failing score report date.
2. Only products purchased directly from CertCollege.com can be returned for refund or new subscription. You must enclose a copy of your purchase transaction ID. Refunds on credit card purchases will be credited back to the original credit card.
3. Complete and sign the statement below. Include a copy of your failing score report and purchase transaction ID and send either by fax or mail to:

ITSM Online Solutions Inc.  
Attn: Guarantee  
89 Carriage Hill Drive  
Fredericton, New Brunswick  
Canada  
E3E 1A4  
Fax # 1 + (506) 454-8740

### Statement

1. I am requesting a refund/new subscription (circle one). I certify that I am the original purchaser of the product.
2. I certify that I have made one unsuccessful attempt to pass the corresponding certification exam, and that I took each online practice exam until I scored 100%, reviewed the answer explanations (and reference citations if applicable) and fully understood the reasoning behind each answer.

*Please print all parts legibly.*

Name \_\_\_\_\_ Phone # \_\_\_\_\_  
Company \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
E-Mail address used with account: \_\_\_\_\_

*Original card used for purchase.*

Credit card number \_\_\_\_\_ Exp date \_\_\_\_\_  
Signature \_\_\_\_\_ Date \_\_\_\_\_