



RETURN POLICY FOR ASSESSMENTS

We want our customers to be satisfied. We acknowledge that circumstances may result in an excess of testing materials. Therefore, credit will be granted for the return of assessments as outlined below:

- (1) All returns must be accompanied by a completed Request for Return for Credit form. All requested information must be provided, including site code, invoice number, etc. to process for credit.
- (2) Credit for return of unused online testing User Codes will be granted under the following conditions:
 - a. User Codes must be provided
 - b. Unused performance books must be returned when returning User Codes purchased as a written/performance set
 - c. Unused status of User Codes will be verified before credit is granted
 - d. User codes returned for credit will be removed from customer's Client Services Center
 - e. No credit will be given for expired user codes or those purchased more than 180 days prior to the request for return
- (3) Only unopened, unused, test booklets accompanied by unused answer sheets will be accepted for return.
- (4) Unopened test booklets and accompanying answer sheets must be returned to us within 180 days of receipt. No credit will be given for products purchased more than 180 days prior to the request for return.
- (5) Shipping charges will not be refunded.
- (6) Credits for returns are placed on customer's account and will be applied to future invoices.

ALL RETURNS ARE SUBJECT TO A HANDLING FEE AS LISTED BELOW

- Paper/pencil test booklets - **\$7.00** per booklet (written or performance)
- Paper/pencil written and performance combination - **\$14.00** per set
- Online test User Codes - **\$5.00** per written user code
- Online written and performance combination - **\$10.00** per set

No credit will be given if the above conditions are not met. Any questions regarding returns should be directed to NOCTI at 800-334-6283, ext. 234.