

退款保證條款細則

退款保證:

- 如考生在購買本公司實體版本之產品後於 30 個公曆日內應考相關考試不及格，本公司提供 100%退款。
- 在購買產品時，必須提供應考同學於香港身份證或護照上的全名、聯絡號碼、電郵及考試日期。
- 如購買時沒有提供考試日期，同學必須在考試日前，最少一個公曆日前，以電郵（info@2cexam.com）向本公司提供以下資料，退款保證才能生效：
① 考生姓名 ② 客戶編號 ③ 訂單編號 ④ 考試科目 ⑤ 考試日期
- 成績通知書上的考生姓名，必須與收據上的姓名吻合，退款保證方為有效。
- 考生姓名、考試科目、考試方式、考試日期及任何資料一經提供，不論任何原因，都不得更改。
- 考試如因任何人士的任何原因取消或改期，退款保證將會失效以及不能在未來任何時間生效。任何例外情況亦不會被接受。
- 如果因為罷工，核子災難，颱風，地震，海嘯，火災，水災，閃電，山泥傾瀉，火山爆發，樓宇倒塌，騷亂/暴亂，恐怖襲擊，戰爭，瘟疫以及其他任何原因導致本公司辦公室或考試中心不能提供服務，退款保證亦將不能提供。
- 請留意本公司開放時間，營業時間外將不會提供任何退款服務。

退款期限:

- 應考電腦試的同學如需申請退款，須於考試後 14 個公曆日內辦理退款手續。
- 應考筆試的同學如需申請退款，須於考試後 30 個公曆日內辦理退款手續。

退款手續:

需要申請退款的同學可以親身或委託他人（不須任何委託文件）帶齊以下文件，在辦公時間內到本公司的門市辦理退款手續。欠缺以下任何一份文件，本公司不會發放退款。不接受後補文件。

- 本公司發出之收據（綠色/橙色/白色 A4 紙）正本
- 官方（職業訓練局 / 香港證券及投資學會）發出的紙本/列印本成績通知書 *不接受電子版本
- 本公司實體版本之產品

辦理退款手續，產品必須歸還於本公司，不予二次出售該試題或發還。

收據及成績通知書/證書仍然歸同學所有。

本公司在核對考生姓名、考試日期以及考試成績後，即時發放退款。

正常使用產品的塗污，包括筆跡及螢光筆，不影響退款保證。

若產品出現損毀，例如拆除釘裝或更換釘裝等人為嚴重損壞，退款保證會立即失效。

退款方式:

- 如同學使用支票 / 現金 / FPS / Alipay 付款，會即時發放現金
- 如同學使用 PayPal 付款，會即時發放 PayPal 退款

Paradox Management Limited 保留隨時修改此條款及細則之權利而無須另行通知。如有任何爭議，Paradox Management Limited 保留最終決定權。

Money Back Guarantee Terms and Conditions

Money Back Guarantee

- If the candidate does not pass the relevant examination within **30 calendar days** of purchasing our HARD COPY (PRINTED VERSION) examination-related products, they will be eligible for a 100% refund.
- Candidate must provide with the candidate's full name (as printed on passport or HKID), phone number, email and exam date at the time of purchase to be eligible for the Money Back Guarantee.
- If the candidate cannot provide the exam date at the time of purchase, **they must provide our company with the following information at least 1 calendar day before the day of examination by email (info@2cexam.com)** for the Money Back Guarantee to be valid:
1. Candidate name; 2. Client ID; 3. Order ID; 4. Exam subject; 5. Exam date
- *The candidate's name on their result notification must match the candidate's name on the receipt for the money back guarantee to be valid.*
- Candidate's name, Subject of Examination, Method of Examination, Examination date or any information provided cannot be altered once submitted regardless of any reasons.
- If the examination is cancelled or rescheduled due to any reasons by any party, the money back guarantee will be voided and will not be applicable. Any exceptions will not be entertained.
- *If our office or the exam centre are unable to be in service due to strike, nuclear disaster, typhoon/hurricane, earthquake, tsunami, flood, fire, lightning, landslide, volcano eruption, building collapse, civil commotion/riot, terrorist attack, war, plague and any other reasons, Money Back Guarantee will be voided.*
- Please **be mindful of our office hours**; we do not settle claims of Money Back Guarantee outside office hour.

Refund Period

- Computer Based Examinations: candidates may only request a refund within **14 calendar days** of taking the examination.
- Paper-Based Examinations: candidates may only request a refund within **30 calendar days** of taking the examination.

Refund Procedures

To request a refund, **candidates or proxies (no delegation authorisation is required)** should bring the following 3 materials to our office **during office hours**. We **will not refund** in the lack of any of the below documents:

- Original copy of the Receipt (Green Paper/Orange Paper) issued by our company
- **The official hard copy** of result Notification/Certificate issued by the VTC or the HKSI ****softcopy is not accepted****
- Our printed version, hard copy examination related products

The product shall be returned to our company at the time candidates request a refund while the result slip belongs to the candidates. We will disburse the refund immediately upon verifying the candidate's examination results.

Normal wear, including pen mark and highlighter markings, will not affect the refund.

If there are visible signs of sabotage such as the binding being hampered with, no refund will be given.

Methods of Refund:

- Cash if the method of payment was Cash/Cheque/FPS/Alipay
- PayPal if the method of payment was PayPal

Paradox Management Limited reserves the right to vary or cancel the offers and/or amend or alter these terms and conditions at any time without prior notice. In the event of any dispute, Paradox Management Limited shall be final and conclusive.

Contact us 聯絡我們

Address 地址:

中環德輔道中 59 號中南行 301 室

Room 301, Chung Nam House, 59 Des Voeux Road Central, Central

Office hours 營業時間:

星期一至星期五:9am-12pm, 1pm-6pm。 周末及公眾假期:休息

Monday to Friday: 9 A.M.-12 P.M., 1 P.M.-6 P.M. Weekends and Public Holidays: Closed

Phone No.電話: 21109644

Whatsapp: 93472064

Fax 傳真: 21119644

Email 電郵地址: info@2cexam.com

Wechat: hk2cexam

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 1. 先修讀官方溫習手冊一個章節
 2. 完成模擬試題一個章節的練習此溫習方式需時 20 小時-25 小時。
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 2. Finish the relevant topic in the Pass Paper Question BankThis may take you about 20-25 hours to do the revision.
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