

WorkKeys Internet Version Refund Policy

Purpose The purpose of this memo is to provide information about the WorkKeys test fee refund policy.

Refund policy Request for refunds of test fees will be considered if:

- The test interruption is due to an ACT outage lasting more than 30 minutes.
- The request is submitted on the WorkKeys Test Refund Request Form.

When is a test fee applied? WorkKeys Internet Version tests are considered exposed when the first item is viewed.

- A test fee is charged when the examinee views the first item on a test.

How to be sure you are charged correctly. The Financial Profile must be set by the test administrator for each test launched.

- Setting the correct Financial Profile is essential to be sure your site will be charged the correct fee when the first item is viewed.
- Choosing the wrong Financial Profile is **not** grounds to request a refund.

Note: The Financial Profile window is a pop up window that appears when a test is added to a registration. The Financial Profile determines the price your site will be charged for each test.

Refund Requests Occasionally there may be an unforeseen interruption in WorkKeys Internet Version service from ACT. Note that:

- If the interruption is less than 30 minutes, you are expected to re-authorize and re-launch the test(s).
- If the outage is more than 30 minutes, we will review requests for refunds on a case by case basis.
- Requests for refunds due to test interruptions that are beyond our control (bandwidth issues, etc.) will be denied.

Action If you need to request a refund for a test you must complete a WorkKeys Test Refund Request Form.

Contact information If you have questions or to obtain a Refund Request form contact us at:
Email: workkeys@act.org
Phone: 1/800-WORKKEY (967-5539)
