

Refund Request form

Requests for refunds will be processed as per the Refund and Cancellation Policy for SELT. Please complete all fields below and submit the form, with all associated evidence, to SELT@languagecert.org.

| Details | | | |
|-------------------------|--|-------------------------------|--|
| Candidate Name | | Candidate URN | |
| Test Centre Name | | Date of Scheduled Exam | |
| SELT Exam | | | |

Please explain the reasons for your refund request and detail any supporting evidence you are submitting to support your request.

Declaration:

I confirm that the information provided on this form is accurate to the best of my knowledge.

| | | | |
|------------------------|--|------------------------------|--|
| Submission Date | | Candidate's Signature | |
|------------------------|--|------------------------------|--|

Cancellation/ Rescheduling by the candidate

A fee may be charged for refunds and cancellations. The fee amount depends on the length of time remaining before the exam. Cancellation and refund terms are detailed in the table below.

| Cancellation | |
|----------------------------------|----------------------|
| Notice Period | Fee |
| Within 14 days after purchase | Full refund |
| Up to 72 hours before the exam | 50% of the Exam Fee |
| Less than 72 hours from the exam | No refund |
| Emergencies | 50% of the Entry Fee |

- Where possible, LanguageCert will support the candidate with test rescheduling.
- For cancellations that incur a cancellation fee, the fee will be retained by LanguageCert and the remaining balance will be refunded to you.
- In cases of emergency (e.g. illness or injury, close family bereavement, being subject to a crime or accident, or a commitment such as military service), LanguageCert may make an exception as to where a cancellation fee will be charged. Official documentation (such as from a qualified doctor, lawyer, public Authority, etc.) must be provided, in English, for any exception to be considered.

Cancellation/ Rescheduling by LanguageCert

We strive to avoid the cancellation of tests but in the case that, due to unforeseen events, this is inevitable, we will notify the affected candidates via the contact details provided during their registration. In this event, you will be offered the following options:

- **Rescheduling of the test at no further cost** within the 14 next days, together with a guarantee that the test will take place.
- **A full refund**, should the candidate decide to conduct their SELT test with another provider. Once the refund request has been reviewed the refund will be reimbursed within 10 calendar days from the cancellation via the method used for the initial payment.

NOTE: 7 calendar days are required for the refund request to be reviewed and 10 more calendar days until the amount is reimbursed, depending on the candidate's bank's policy

If any specific, unavoidable and non-refundable costs are incurred by the candidate, due to a LanguageCert cancellation, we commit to refunding these out-of-pocket expenses, where sufficient and valid evidence (e.g., Receipts for travel fares) is provided.

When a candidate's behaviour is deemed to compromise the integrity of their and/or others' test and/or the integrity of SELT itself, we reserve the right to cancel the test. In such cases, no free rescheduling or refund will apply.

For additional information please refer to LanguageCert's SELT Rescheduling, Cancellation and Refund Policy.