

# Voucher and Retake Policy FAQs

## Voucher FAQs

I purchased a voucher prior to 1/1/19. Can it still be redeemed after the price change?

Yes. All vouchers issued prior to 1/1/19 for either CBT or PBT, will cover a fixed amount of \$10. When the voucher is redeemed, a \$10 deduction will be applied at checkout and a balance of \$.75 for each CBT test, and \$5 for each PBT test will be charged.

If a voucher was redeemed prior to 1/1/19 and the appointment is rescheduled after 1/1/19, will a balance be charged at checkout?

Yes. If a voucher is used to schedule a test prior to 1/1/19 and then rescheduled after 1/1/19, a balance of \$.75 for each CBT test, and \$5 for each PBT test will be charged.

Can I replace my existing vouchers with new vouchers that cover the full cost for 2019?

Yes. You may contact Institutional Services after 1/1/19 to have your unused vouchers replaced. You will be charged a difference of \$.75 for CBT vouchers and \$5 for PBT vouchers.

Can I replace my existing partially redeemed vouchers with new vouchers that cover the full cost for 2019?

No. A voucher that has been partially redeemed cannot be exchanged.

Will all existing voucher types still be available after the price change?

Yes. All voucher types will be available; however, there will be restrictions to the delivery mode based on the price paid.

Vouchers issued at a price of \$10.75 may be applied to both CBT and PBT tests. If the voucher is applied to a PBT test, the difference of \$4.25 will be charged at checkout

Vouchers issued at a price of \$15 can be applied only to PBT tests.

When do vouchers expire?

Vouchers purchased on 1/1/19 or after will expire 18 months from the date of purchase.

Vouchers purchased prior to 1/1/19 expire 12 months after the date of purchase. Any existing unused vouchers that have not expired as of 1/1/19 will automatically have the expiration date extended by 6 months from the original date of purchase

I have existing vouchers that have expired. Can I have them replaced?

Effective 1/1/19, we will no longer replace unused expired vouchers with one exception. If the expiration date on your voucher is within 6 months of 1/1/19, we will replace your voucher free of charge.

## Retake FAQs

Can retake credits that were issued before 1/1/19 be used after the price change?

Yes. Credits issued before 1/1/19 will cover the full price of the test, regardless of delivery mode, as they do today. Credits must be used for the same subtest for which they were issued and will expire 12 months from the original test date.

Can retake credits issued after the price change be used for CBT or PBT tests?

No. Credits issued after the price change can be applied only to a test of the same value. Therefore, all retakes will be restricted to the delivery mode of the original test taken.