



100% Money-Back Pass Guarantee Policy

Eligibility Criteria

To qualify for a refund under this guarantee, the following conditions must be met:

1. Full Attendance Requirement

You must attend and complete 100% of the training sessions included in your PMI-ACP[®], CAPM[®], PMP[®] course (live or self-paced, depending on the course format).

2. Exam Attempt Timeline

You must take your first PMI-ACP[®], CAPM[®], PMP[®] exam attempt within 45 calendar days of completing the course.

3. Number of Attempts

You must have taken and failed the PMI-ACP[®], CAPM[®], PMP[®] exam twice within 90 days of course completion. This guarantee does not apply after the second attempt or if you delay beyond the specified timeframe.

4. Proof of Exam Failure

You must provide official exam results from PMI confirming failure on both attempts.

5. Refund Process and Timeframe

Once your claim is approved, the refund will be processed within 45 business days. You must submit a formal request and all required documentation.

6. Refund Amount

The refund applies only to the course fee paid to KAPMI Academy. It does not cover the PMI-ACP[®], CAPM[®], PMP[®] exam fee, PMI membership fees, or any additional materials, bonuses, or services.



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7. Good Faith Participation

This guarantee is void if there is any evidence of cheating, misuse, dishonest conduct, or failure to comply with the course's code of conduct and participation policies.

How to Request a Refund

To initiate a refund request, please email support@yourcompany.com with the following:

- Your full name and enrollment details
- Proof of full course attendance
- PMI exam result reports for both failed attempts
- Date of course completion and exam dates