

### How does your 1 year subscription work?

The subscription is for 12 months. So if you purchase the 1 year subscription in November 2013 you can earn your cpe requirements for 2013 and also 2014. Essentially you could take unlimited courses in both 2013 and 2014. Your subscription would run for 365 days.

After you order the Subscription, your Account will be activated within minutes. At that point your price for all of our courses (*Most Ethics Included!*) will become \$0.00. Then simply order whatever courses you wish to take at no additional charge!

### Can I Order Physical Book Courses with my Subscription?

Access to Tests and Certificates for Book Courses are included with your Subscription. Due to costs we will have to charge you extra to ship you a Book. We recommend you order the "Test Only" and purchase a used book from Amazon... you will often pay less than half of what we have to charge! ^\_^

### How long will it take my course to get here?

Online courses are sent to your email within minutes of your order. Please make sure to check your emails "SPAM" or "Junk" folders as most providers send emails with attachments from us to those folders.

You will be able to see your test a few minutes after your order by clicking [Online Testing](#) in the Top Right Corner. Testing and Certificates are available 24/7. Our book courses are shipped via USPS priority mail, which reaches most parts of the country in 3 business days.

### Are your Self Study CPE Courses considered "interactive"?

Yes. Several states are now requiring self-study CPE courses to be interactive, where the student may receive continuous feedback throughout the learning process. All of our courses are interactive.

### Is it safe to use my credit card on your website?

The CPE Discount Store protects the security of your information during transmission with SSL, which encrypts the connection between your Computer and our Servers. This site is constantly updated to ensure Security and compliance with State and Federal Regulations. The CPE Discount Store accepts VISA, MasterCard, American Express, Discover and PayPal.

### **The CPE Discount Store Privacy Policy**

**We are committed to respecting and protecting your privacy. You have chosen to do business with us, and we recognize our obligation to keep the information you provide secure and to inform you of our policies concerning its use. We do not sell, trade or rent any personal information to third parties at any time.**

### **Refund Policy**

The CPE Discount Store provides a 90-day, money-back guarantee. If you are not completely satisfied with any product for any reason, you have ninety (90) days from purchase to request a full refund. It is assumed that after ninety (90) days after purchase you are satisfied with the materials and services provided by The CPE Discount Store, and no refund will be granted. Books and Materials must be returned postage pre-paid. Once we have received the returned product, we will issue the appropriate product refund. To qualify to receive a refund, books and materials must be returned in their original condition with any shrink wrap intact. Books and materials that have been written in or otherwise defaced cannot be returned and will not be accepted

### **GRANT OF LICENSE**

Upon your payment of the applicable licensing fee for an individual course, The CPE Discount Store, as Licensor, grants to you, the LICENSEE, a non-exclusive, non-transferable, limited

license to access, view and use online the Course(s) you select for a period of one (1) year. After that date, only the certificate of completion is available. If you purchase a subscription that includes a quantity of pre-paid CPE hours, online courses taken as part of that subscription are available for one year from the date the course is first accessed. If you purchase a time-based subscription, courses in that subscription shall be available for the time period of that subscription (typically one (1) year), commencing on the date payment is received.

### **How do I know if my state will accept your credits?**

Please [CLICK HERE](#) to view the requirements for your State.

### **What score is required to pass a test and how often can I retake a test if I don't pass the first time?**

A score of 70% or better is required to pass most of our self study CPE courses unless state requirements require a different passing grade for a specific course. You may take our tests as many times as you would like; current CPE guidelines do not limit the number of times a test may be taken.

### **How long are your Tests and in what format are they written?**

Our tests include an average of 5 Multiple Choice questions for each CPE credit hour offered. For example, a CPE test worth 20 credit hours would include 100 questions.

### **Once I start taking the Test online, is it timed?**

No. You have as much time as you would like to complete the test. If you see a timer in a quiz it is simply for curiosity and doesn't mean anything to your scoring or credit.

### **If I quit a Test in the middle can I come back to it?**

Yes. Every 5 questions you will have the option to click Next. The system will remember the

last answers you entered when you clicked "Next" and return you to the questions you still hadn't answered.

**How often can I retake a test if I don't pass the first time?**

You have one year from the purchase date to complete and pass the course. Current CPE guidelines do not limit the number of times a test may be taken.

**What do you send me when I finish the course?**

Our system will allow you to immediately print your certificate when you successfully pass each Test.

**Do you offer Group Discounts?**

Yes. Simply call us at 1-888-908-9106 and we will work out a fair discount based on the size and needs of your Group.

**Can I prepay with a check instead of using a credit card?**

Yes. Simply utilize the payment option "Cash/Check/PO" during checkout. If you do not see that, please call us and we will make it available to you. In most cases we will activate the account and email you upon receiving the payment.

**My organization is looking to build a relationship with a Vendor who will invoice us on Terms...**

While Credit Cards are usually easiest for all parties, we understand that sometimes Bureaucracy doesn't always allow for what is easiest. We will gladly work with your Reputable Organization. Simply call us at 888-398-8540 to apply for an Account.

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is assumed that after ninety (90) days after purchase you are satisfied with the materials and services provided by MasterCPE, and no refund will be granted. Programs taken online will not be refunded if you have already taken the final exam. Books and Materials must be returned postage pre-paid. Once we have received the returned product, we will issue the appropriate product refund. To qualify to receive a refund, books and materials must be returned in their original condition with any shrink wrap intact. Books and materials that have been written in or otherwise defaced cannot be returned and will not be accepted. Contact Customer Service at 1-800-957-7379 or email [Support](#) .