

SHAPE™ Online Training Program User Policies – Please Read Before Purchasing

Portal user will need to agree and accept the policies for the SHAPE™ Online Training Program. Please read each of these carefully before agreeing to the terms as these policies will be strictly enforced.

A. Your Subscription Begins the First Time You Log In:

- i. All SHAPE™ online training programs are valid for 3 months from the first time login.
- ii. Within 24 hours of receiving your purchase confirmation, you will receive an email containing your Candidate ID and Temporary Password for you to proceed with the first time login to activate your workspace and access the online training program.
- iii. Your subscription begins from the first time you use the Candidate ID and Password to log in. SHAPE™ recommends that you write down the date and time of your first login, so you may keep track of your account expiration.
- iv. SHAPE™ will send email reminders as your subscription is expiring.
- v. Your access to the online training program will expire as the subscription period ends. Therefore, we encourage you to manage your time wisely and always be aware of the time you have remaining.
- vi. If you did not activate your online subscription, your access will remain active for the period of 6 months from the time of purchase. After which the subscription will expire and no refund will be given for unused online training program.

B. Membership & CIFA Examination Validation:

- i. Your membership is valid for a period of 12 months from the point of enrolment. Thus, you will still have access to your Workspace area and access to the online services and supports, but will not have access to any of expired of the expired online training program.
- ii. Upon expiry of membership, you will be able to access the workspace with limited functionalities.
- iii. Valid membership is a MUST if you wish to sit for the CIFA Examination at accredited exam centers.
- iv. Your examination token is valid for 18 months from the point of enrolment. Therefore, the exam token will remain valid in your account for 6 months after your membership expires.
- v. After 18 months, the exam token will expire and no refund will be given for unused exam tokens.

C. E-Learning Users are Not Allowed to Share Account Access:

- i. Under no circumstances is it permissible for two or more people to share the access to the SHAPE™ online training program. An e-Learning access is similar to a software license, in that the permission to use the service lies solely with one person.
- ii. Online training program subscriptions are not transferable, and cannot be shared or resold. If account activity indicates multiple users on one account, the account will be terminated immediately and no refund will be given.

D. E-Learning Users are NOT Allowed to teach using ANY of SHAPE™ Online Training Program:

You are not allowed to teach or instruct using SHAPE™ e-Learning as instructional tools for ANY REASON without the written permission from SHAPE™. Doing this is equivalent to sharing account access, and as stated above this is strictly prohibited.

E. You are Responsible for Verifying System Requirements:

It is your responsibility to make sure these e-learning courses are compatible with your system.

We encourage user to try the online demo available at www.CIFAOnline.com/demo prior to purchasing of SHAPE™ e-learning training programs to ensure compatibility of SHAPE™ e-Learning applications to your computer system.

If your system presents the graphics, audio and video in this sample correctly, you should have no problem using any of SHAPE™ e-Learning based materials. If you are unsure whether or not your computer is compatible with SHAPE™ e-Learning applications, refer to the System Requirements below.

Please [Click Here](#) to Review System Requirements for RMC's courses.

F. There are No Refunds Available for SHAPE™ online training program:

No refund is allowed for all or any of the following (Please refer to the respective ruling on the access and usage validation as stated above):

- i. Expired membership, online training program, CIFA exam token.
- ii. Unused membership, online training program and exam token that fulfilled the validation period.

G. Refunds are ONLY allowed under the following circumstances :

- i. Double payment for the same training program. Claim MUST be done within 7 Days of purchase. After which, until the 30th Day, SHAPE™ will deduct 10% of total refund amount to cover the administrative charges.
- ii. Cancellation of training program MUST be done within 24 hours of purchase. This is ONLY allowed for unused training programs only. For cancellation, the enrolment fees will be forfeited and SHAPE™ will deduct 5% of total refund amount to cover the administrative charges.

H. Processing of refund:

- i. Please submit the refund request with supporting documents to info@CIFAOnline.com. Please include your Candidate ID and sufficient information in the email for us to make the refund. Incomplete information will only delay the refund process.
- ii. Processing of refund may take 4 to 8 weeks depending on the mode of refund - Credit card, Paypal or Wire transfer.

- iii. Refund will be made respective to the mode of payment used by user to purchase the online training program. SHAPETM will not be responsible for losses or differences in the foreign exchange rates.
- iv. User will be liable for the additional charges incurred in the process of refund by the various payment platform used (if any), such as Credit Card and Wire Transfer.