

# Pass Guarantee Refund Instructions

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## Terms and Conditions

The following are the terms and conditions for the money back guarantee.

1. To receive a refund, you must have taken and failed the test/exam twice.
2. You must send us your failed scores for both failed exams. The failed scores must be sent within 30 days of the second failed exam.
3. The materials must be returned within 30 days of the second failed exam.
4. The refund will only apply to the person who purchased the course from The Phoenix Tax Group. The refund policy does not apply to companies purchasing study materials for employees.
5. The Pass Guarantee only applies to these bundled packages:
  - RTRP Packages: Study Card Package, Study Guide Package, ELearning Package, and Ultimate Package.
  - Enrolled Agent Packages: Premium Packages and Essential Packages.
6. If you purchased an Enrolled Agent Package that included Part 1, Part 2 and Part 3 together, refunds are handled separately for each part. The refund will be prorated for each part of the package that is returned.

## Instructions:

**Step 1:** Please fax, email, or mail this completed form to us, along with your 2 failed test results.

**Step 2:** Once we receive your information, we will **EMAIL** you a **Return Authorization Form** which will contain instructions for returning your course and receiving a refund.

**Fax Number:** 1-925-476-3636

**Email:** returns@phoenixtax.com

**Mail:** The Phoenix Tax Group, 1160 Brickyard Cove Rd., Suite 200, Point Richmond, CA 94801

To ensure a proper refund, please provide **ALL** of the information requested below.

Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_, Email: \_\_\_\_\_

Reason for returning (optional) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature \_\_\_\_\_