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No Pass, No Pay ExSim-Max Guarantee Claim Form

Required Documents

1. Completed and signed No Pass, No Pay ExSim-Max Guarantee Claim Form.
2. Failing score report (the certification exam must be taken within 6 months of the corresponding Boson purchase).
3. Boson purchase receipt (unmodified).

Mail All Required Documents

Email: support@boson.com (Acceptable formats for attachments: PDF and JPG.)
 Mail: Boson Software, LLC, 25 Century Blvd., Suite 500, Nashville, TN 37214-3679 USA.

Registered User's Information (Please print)

Information must match the name and information on both the failing score report and the Boson purchase receipt.

Full Name _____ Phone# _____

Address _____

City _____ State or Province _____

Zip or Postal Code _____ Country of Citizenship _____

E-mail address used with Boson account _____

Statement of Acceptance

I have read and agree to the Terms and Conditions* of the Boson No Pass, No Pay ExSim-Max Guarantee. I understand that if this Claim is approved, I forfeit the software license, meaning the product will be deactivated and can no longer be used. I understand that providing inaccurate or incomplete information will disqualify me from receiving a refund.

Signature _____ Date _____

Refunds may take up to 15 business days to appear on your credit card.

* A complete list of Terms and Conditions can be found at www.boson.com/guarantee.



No Pass, No Pay ExSim-Max Guarantee Claim Form

If you purchase a ExSim-Max Practice Exam product and fail the corresponding certification exam within 6 months of purchase, follow the instructions for a full refund.

Terms and Conditions

- Refund claims must be filed no later than 30 days after your failing score report date.
- Guarantee period covers 6 months from date of purchase. Exam failures that occur before or after this date do not qualify for the guarantee.
- Applies to ExSim-Max products only and claimant must be the registered user of the ExSim-Max product.
- Claimant must provide proof of failing the corresponding certification exam.
- The Boson purchase receipt must match the customer information provided within the Boson No Pass, No Pay ExSim-Max Guarantee Claim Form and the failing score report.
- Shipping costs, certification exam fees, postage, or any other related expenses are non-refundable.
- Applies only to single user-license orders purchased directly from Boson. Corporate licenses, organizational agreements, special volume pricing and voucher coupons do not qualify.
- Refunds can only be issued based on your original method of payment and at the original purchase price.
- All refunds pursuant to the Boson No Pass, No Pay ExSim-Max Guarantee will be prorated to reflect any Kit pricing. Refunds are limited to and may not exceed the amount actually paid.
- Approved No Pass, No Pay ExSim-Max Guarantee claims result in the user's forfeiture of the software license, meaning the product will be deactivated and can no longer be used once the refund is processed.

All orders will be verified as true and correct and may be rejected at Boson's reasonable discretion. In addition, if you received promotional products with your purchase and claim the No Pass, No Pay ExSim-Max Guarantee, all promotional offers are forfeited. Any products that you retain will revert to the individual single-user license price. A credit will be issued for the remaining amount due based on the individual license prices.

Instructions for Claiming Your Refund

1. Download and complete our No Pass, No Pay Claim Form (PDF)
2. Mail the completed form along with a copy of your failing score report clearly showing a matching name and personal information and your unmodified receipt of purchase.

E-mail: support@boson.com (Acceptable formats for attachments: PDF and JPG.)

Mail: Boson Software, LLC, 25 Century Blvd., Suite 500, Nashville, TN 37214-3679 USA.