

CHC Exam Reschedule, Cancellation, and Refund Policies

Reschedules and cancellations* 72 or more hours before your exam start time can be completed free of charge through your test-taker account in Webassessor. If you reschedule or cancel *within* 72 or less hours of your scheduled exam start time, you will be charged an additional fee (See Table 1).

Please Note: **72 hours is not three business days; it is 72 hours prior to the scheduled exam start time.**

* Applicants who cancel their scheduled exam may choose to defer (postpone) taking the exam until the next exam cycle. For example, an applicant who schedules an exam (initial or retake) in April may defer the exam to the following October. After you cancel the scheduled exam in Webassessor, submit your deferral request to chcinfo@homeopathicdirectory.com. Only one deferral is allowed; additional deferral requests are considered cancellations. **Deferred applicants must register again for the next exam cycle when exam registration opens.**

Table 1
Reschedule and Cancellation Policies and Fees

Action	Deadline (Calendar Days)	Refund	Fee
Reschedule	72 or more hours prior to the scheduled exam time	N/A	none
Reschedule	Within 72 hours of the scheduled exam time	N/A	\$110
Cancel to Defer	72 or more hours prior to the scheduled exam time	none (Exam Fee applied to next scheduled exam)	none
Cancel to Defer	Within 72 hours of the scheduled exam time	\$0 (Exam Fee applied to next scheduled exam)	\$110
Cancel	72 hours or more prior to the scheduled exam time	100%	none
Cancel	Within 72 hours of the scheduled exam time	100%	\$110
No Show	Exam date	\$0	\$110

How to Reschedule Your Exam

Complete the following four steps to reschedule your exam 72 or more hours prior to the scheduled exam start time. **To reschedule within 72 hours of your scheduled exam start time, contact chcinfo@homeopathicdirectory.com.**

1. Log in to your test-taker account in Webassessor.
2. On the Scheduled Exams page, click the Reschedule/Cancel button next to your scheduled exam.
3. Next, on the Exam Details page, click the Reschedule button.
4. Choose your testing center, click Select, and then choose a new exam date and/or time on the Date and Time Selection screen.

How to Cancel Your Exam

Complete the following four steps to cancel your exam 72 or more hours prior to the scheduled exam start time. To cancel within 72 hours of your scheduled exam start time, contact chcinfo@homeopathicdirectory.com.

1. Log in to your test-taker account in Webassessor.
2. On the Scheduled Exams page, click the Reschedule/Cancel button next to your scheduled exam.
3. Next, on the Exam Details page, click the Cancel button.
4. Receive an email confirmation of your cancellation.

The CHC understands that emergencies and extenuating circumstances sometimes occur. In these cases, applicants may appeal for refunds by emailing chcinfo@homeopathicdirectory.com within 30 business days of their scheduled exam date. Refund and fee appeal decisions are at the sole discretion of the CHC.

Exam Retakes

Applicants who do not achieve a passing score may apply to retake the exam twice within the next two exam cycles. The exam may not be retaken within the same exam cycle month when the failed exam score occurred. If an applicant fails the exam the second and third times, the applicant must wait one full year before retaking the exam. Applicants are encouraged to pursue additional study before retaking an exam. The exam retake fee is \$325 per retake exam.