



Submitting a Test Use Agreement Refund

When to Submit a Test Use Agreement Refund

- You chose not to agree with the terms of a Print-Based or Online Examination.



How to Submit a Test Use Agreement Refund Form

- Go to www.ServSafe.com. Click on "**Certification Support.**"
- Under the header "**ServSafe Food Safety Class and Exam Administration**" click "**How do I obtain a refund from not accepting the Test Use Agreement.**"
- Click on "**Test Use Agreement Refund Form**" to download or print the Test Use Agreement Refund Form (or call Fax on Demand at 1-800-246-0184 and request document number 145 to have the form faxed).
- For Print-Based Examinees, mail the unused answer sheet (with the Class Number and Proctor's signature across the top) and the completed Test User Agreement Refund Form to Service Center, 175 W Jackson Blvd. Ste 1500, Chicago, IL 60604. (Call 866.665.9570 or 312.583.9853.)
- For Online Examinees, fax the Test Use Agreement Refund (along with the Seat Registration Number, Class Number and Proctor's signature) to Service Center at 866.665.9570 or 312.583.9853.
- Please Note, Used Answer Sheets and Redeemed Seat Registration Numbers are not available for refunds.

Please contact Service Center at 800.765.2122, ext 6703 or servicecenter@restaurant.org with any questions.