



Submitting a Test Use Agreement Refund

When to Submit a Test Use Agreement Refund

- The examinee chooses not to agree with the terms of a print or online exam.



How to Submit a Test Use Agreement Refund Form

- Go to **ServSafe.com**. Click **Customer Assistance** tab.
- In the left-hand navigation, click **Exam Forms and Help Documents**.
- In the **EXAM ADMINISTRATION FORMS AND INSTRUCTIONS** section, click the **View** link next to the *Test Use Agreement Refund Forms* to download or print.
- For Print Examinees, mail the unused Answer Sheet (with the Exam Session Number and Proctor's signature across the top) and the completed *Test Use Agreement Refund Form* to National Restaurant Association, Service Center, 175 W. Jackson Blvd., Ste 1500, Chicago, IL 60604.
- For Online Examinees, fax the *Test Use Agreement Refund Form* (along with the Exam Access Code, Exam Session Number and Proctor's signature) to Service Center at 866.665.9570 or 312.583.9853.
- Please note: Used Answer Sheets and redeemed Exam Access Codes are NOT available for refunds.