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# **CUSTOMER POLICY ONLINE EXAM SERVICE**

MAAS EDUCATION TECHNOLOGY JOINT STOCK COMPANY

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<b>FAQs</b>	<b>1</b>
<b>Overview</b>	<b>3</b>
<b>Scope</b>	<b>3</b>
<b>General Terms &amp; Conditions</b>	<b>3</b>
1.1. General Provisions for Online Exam Service	3
1.2. Regulations on Information Security	3
1.3. Disclaimer	4
1.4. Rights and Obligations of the Company	4
1.4.1. The Company has the following rights:	4
1.4.2. The Company has the following obligations:	5
1.5. Rights and Obligations of Customers	5
1.5.1. Customers have the following rights:	5
<b>Regulations on Cancellation of Online Exam</b>	<b>6</b>
2.1. Cancel the Entire Order	6
2.2. Cancel a Part of the Exam Duration	6
<b>Warranty Policy</b>	<b>6</b>
3.1. General Provisions	6
3.2. Warranty Period	6
3.3. Warranty Limitations	6
<b>Refund Policy</b>	<b>7</b>
4.1. General Provisions	7
4.2. Regulations on Applicable Conditions and Evidence	7
4.3. Cash Refund Policy	8
4.3.1. Applicable Cases	8
4.3.2. Cash Refund Request Process	8
4.3.3. Cash Refund Method	8
4.4. Regulations on Refund by Reservation Method	9
4.4.1. Applicable Cases	9
4.4.2. Regulations on the Use of the Reserved Amount	9
4.4.3. Request Process for Reservation Method	9
<b>General Warranty and Refund Policy</b>	<b>10</b>
<b>Definition</b>	<b>13</b>

## FAQs

1. How will MAAS support customers for Online Exam orders?  
MAAS will support the Online Exam orders through Google Docs file. The customer will copy and paste the questions into this file for the writer to answer. Our CR Department will be on duty and support customers during the test.
2. Does the customer have a guarantee for grades when joining the exam late?  
The warranty policy will not be applied when the customer takes the exam later than the official exam time.
3. During the exam, if the customer encountered a system problem at the school, causing the exam to be incomplete, whether the company support the customer the resit?  
No. System problems are not within MAAS's responsibility. Customers will have to place a new order in order to receive the resit support.
4. If the customer changes the exam schedule 48 hours before the initially announced exam time, will the customer receive the warranty?  
No. Our writer needs time to study. A sudden change in exam time puts the company at risk of having to assign the order to a new writer. We can't guarantee the exam quality when the writer has a short review time.
5. Can the customer let another person participate in the exam process?  
No. We do not take any responsibility when the exam is influenced by a third party other than the company and the writer.
6. What will happen when the customer does not fill in the full answers of the writer on the official exam paper?  
We will not be responsible for the grade and the quality of the test when the customer arbitrarily changes the answers. The warranty and refund policies will not be applied in this case.
7. What will happen when the customer changes the exam format during the exam, leading to the late submission of the exam?  
Changing the exam format will make the writer unable to manage to finish the test on time, affecting the progress and the exam's quality. Therefore, we do not apply the warranty and refund policies for this case.
8. What will happen when the customer arbitrarily changes the answers without discussing them with the writer?  
We will not be responsible for the score and the quality of the test when the customer arbitrarily changes the answers without any notice or discussing them with the writer. The warranty and refund policies will not also be applied in this case.
9. Will the customer be refunded the VIP/VVIP support fee when the exam result does not meet the order's requirements?  
No. The VIP/VVIP support fee is the additional fee for our CR and OM departments when they perform the exam order outside working hours. Therefore, we will not refund this amount.
10. If the customer orders the Standard package, the writer will answer all questions or only one part of the exam to get enough grades to pass?  
Our writer will answer all questions following the exam duration that the customer has paid.
11. Does the customer receive the warranty when he/she submits the exam late?

No. If the reason for late submission is from the customer's side or outside factors, such as the customer's failure to copy and paste the answers late, network problems, unstable customer's internet connection or system problems from the school leading to the late submission.

12. In case the school detects that the customer is cheating on the exam leading to no score on the test, will the customer get a refund?

No, it is our duty to assist the customer in completing the test. Detecting the exam fraud of our clients is not our responsibility. We will not refund in this case.

13. I ordered a 3-hour exam but the test only took place in 2 hours, will I get the difference amount?

No. We will not issue a cash refund when the client changes the exam duration. We will convert 1 hour to the offset cost so that the customer can use it for the following orders. The time to use this cost is not more than 01 year from the date the official exam was initially announced.

14. My exam order at the company failed. Can I get a 100% refund of the order value?

Yes. We will refund 100% of the order value when the customer exam ordered at MAAS fails. The customer will be responsible for paying the fees incurred for the refund transaction.

15. If my exam fails, will MAAS support the resit?

Yes. We will support the customer the resit if the previous test result is Fail. The customer needs to re-order for the exam within 06 months from the date of knowing the result.

16. Can I get a refund if my order has a discount/promotion code applied?

Yes, if the client's exam result is Fail and the result does not meet the commitment of the package that the customer has ordered (Package Difference).

## Overview

MAAS Education Technology JSC ("MAAS") always puts the interests of the customer first. Anyone who uses MAAS's services is treated fairly and with respect by our dedicated and professional team.

We are committed to providing you with the best services and setting strict standards for customer service. We will solve any arising problems during the order process as well as quality problems according to the process and regulations announced in the customer policy.

In this Online Exam Service Policy ("Policy"), customers will find detailed information on the order cancellation process, warranty policy and refund policy for orders under the Online Exam service.

Please read the Policy carefully before placing an order to use MAAS's Online Exam service ("Service").

When customers use MAAS's Online Exam service, it means that they have accepted and agreed to comply with the terms and conditions set out in this Policy. MAAS reserves the right to change and modify this Policy as necessary without prior notice. Customers continue to use the Service after the revised Policy is published and enforced means that you accept these changes.

## Scope

This Policy applies to

- a. All employees of the Customer Relations Department ("CR") and Order Management Department ("OM") at MAAS Education Technology Joint Stock Company.
- b. All customers order Online Exam Services at MAAS Writing Service belonging to MAAS Education Technology Joint Stock Company.
- c. All writers are working at MAAS Education Technology Joint Stock Company.

## General Terms & Conditions

### 1.1. General Provisions for Online Exam Service

**Feedback:** During the exam, the customer has the right to give opinions and feedback on answers to help the exam achieve the best quality. The writer is responsible for responding to and criticizing customers' comments.

**Communication:** The parties communicate politely, and professionally, respect each other, do not use obscene language, and offend the recipient. The quality of the client's exam is being prioritized. Any inappropriate behaviour from either party may interfere with the completion of the test on time.

**Attendance:** The customer and CS Department are responsible for being present at least 20 minutes before the exam time to discuss and instruct on the rules for taking the online exam.

**Discount/Promotion Offer:** The customer has the option to use a discount code on Online Exam orders.

### 1.2. Regulations on Information Security

- a) We only use personal data provided by customers including **student code and login password** to collect necessary information and documents for doing the exam and completing the order. By agreeing to provide documents and personal information to us, you have consented to MAAS's use of them. This personal information will not be transferred to third parties or used for other purposes without your consent or as permitted by law or professional standards.

- b) The documents that the customers send to us will be transferred to the writer for the purpose of doing the exam with the best quality. To ensure confidentiality, please check and remove all personal information in the document before sending it to us (including teacher information, class, student ID, email address and phone number).
- c) All personal information of the writer is kept confidential by the company during the order process, exam process and after the order is completed. Customers are obliged not to provide their personal information, to exploit the writer's personal information and to discuss privately with the writer during the test and after the test ends.

### **1.3. Disclaimer**

The Company will disclaim the responsibility for the following situation:

- a) Related to the quality of the test for all customer orders when the customer discloses personal information to the writer, exploits the writer's personal information and communicates with the writer privately during the test and after the test ends.
- b) When the customer arbitrarily allows other people to participate in the test, causing influence on the test results.
- c) When there are situations where the test is a Fail or in the Package Difference case because the lecturer discovers that the customer is using the writing service.
- d) When there is a situation where the customer sends the payment to the wrong bank information of the recipient.
- e) When there is a situation where the customer sends the wrong bank information of the recipient to receive the refund.
- f) When the customer is currently suspected or detected by the school of cheating in the exam leading to no test result.
- g) When the customer does not comply with the instructions, content and regulations in this Policy.

### **1.4. Rights and Obligations of the Company**

#### **1.4.1. The Company has the following rights:**

- a) Designate the appropriate writer to fulfil the order and change the assigned writer when the previous writer cannot continue to receive the order due to health or personal reasons.
- b) Cancel and do not refund for online exam orders when the customer has changes in exam time, exam structure, exam format, and exam duration close to the officially announced exam time, but does not perform the payment for the costs incurred to continue operating the order.
- c) Cancel the order and do not refund if it is found that the customer has allowed other people to participate in the online test process.
- d) Do not refund when the result is a Fail or in the Package Difference case if the customer sends missing documents according to the required document list (Material Checklist), which affects the writer's exam process and the test quality.
- e) Do not refund when the result is a Fail or in the Package Difference case if the customer does not provide sufficient proof including the grade and lecturer comments.
- f) Do not apply the warranty, not refund and stop the order when the customer violates one of the terms specified in this Policy.

**1.4.2. The Company has the following obligations:**

- a) Commit to guaranteeing the quality of the exam according to the commitment of the service package that the customer has chosen.
- b) Commit to showing up at least 20 minutes before the exam time to support and instruct the customer through the online exam process.
- c) Make sure to perform the test for the customer within the agreed time when confirming the order.
- d) Commit to providing good online exam quality and achieving the commitment of the service package that the customer has chosen.
- e) Strictly follow the warranty policy and refund policy when the order does not guarantee the quality as promised in the service package and the customer provides enough evidence according to the specified conditions.
- f) Commit to treating customers respectfully and professionally throughout the order process and after completing the exam to the end of the warranty period.
- g) Timely notice in difficult situations that occur during the order fulfillment process such as: changing the writer to execute the order due to the original writer's illness or unexpected personal problems.
- h) Ensure transparency and fairness in the interests of the customer and the writer during the order fulfillment process, the exam process and after the test is completed until the warranty period expires.
- i) Confidentiality of personal information provided by customers and writers during the order fulfillment process, exam process and after the order is finished.

**1.5. Rights and Obligations of Customers**

**1.5.1. Customers have the following rights:**

- a) Request the writer to respond promptly to all questions related to the client's exam in order fulfillment and exam process.
- b) Request the company to perform the warranty obligations when the order does not guarantee the quality as the commitment of the service package that the customer has chosen.

**1.5.2. Customers have the following obligations:**

- a) Provide exact exam time (exam start time and exam end time), complete information about exam structure, exam format and exam duration (screenshot of the exam duration).
- b) Make sure there is no problem for the writer in terms of getting and reading the exam questions and there is no change in the test format during the exam.
- c) Make sure to be present at least 20 minutes before the exam time so that the CS Department can instruct you through the online exam process and have the order delivered within the allotted time.
- d) Perform the payment for the costs incurred when there is a need to change order information such as exam time, exam date and documents.
- e) Make sure to send the correct and complete required documents according to the required document list (Material Checklist) before making the payment and confirming the order.
- f) Ensure documents do not reveal personal information such as personal name, teacher name, email address, customer contact information and etc.

- g) Ensure the content of exchanged emails, messages, exam requirements, comments to all MAAS staff as well as to the writer are clear, detailed, understandable, respectful and free of profanity, and derogatory to the recipient.
- h) Make sure to support the writer in answering the necessary questions and information related to the test during the order fulfilment process and the exam.
- i) Make sure to fully record the writer's answers before the exam ends and submit the correct writer's answers on time.
- j) Read carefully and strictly comply with the provisions of the warranty policy and refund policy with the Company's Online Exam Service.
- k) Do not provide personal information to the writer and discuss the writer privately, and do not exploit the personal information of the writer during the test and after the test is completed.

## Regulations on Cancellation of Online Exam

### 2.1. Cancel the Entire Order

In case the customer does not want the company to continue to support the Online Exam for you, you have the right to cancel the order. You need to email us about your decision to cancel your order via the email of the CR Department: [support@maasedtech.com](mailto:support@maasedtech.com). Please note that the cost of the order will not be refunded in cash once you submit the cancellation decision.

### 2.2. Cancel a Part of the Exam Duration

Customers have the right to cancel 01 part of the exam duration with a new duration shorter than the originally announced exam duration. Customers email us about the decision to cancel 01 part of the exam time via email of the CR Department: [support@maasedtech.com](mailto:support@maasedtech.com). Please note that the cost difference will not be refunded in cash.

## Warranty Policy

### 3.1. General Provisions

The warranty policy includes provisions on the time, duration and limitations of the warranty. The warranty policy is applied to 03 packages including Standard, Premium and Advanced along with add-ons attached to the order (except for the add-on of translating from English to Vietnamese).

The detailed information of each case applying the warranty policy is stated in the Section "General Warranty and Refund Policy".

### 3.2. Warranty Period

- The warranty time is calculated from the end of the test.
- Warranty period: 45 days.

### 3.3. Warranty Limitations

During the warranty period stated in Article 3.2, customers have the right to request us to guarantee the quality of the exam through the following forms:

- Retake the entire test when the result is a Fail or does not meet the commitment of the service package (Package Difference) and the customer is allowed to retake the test.



- Refund when the result is Fail.
- Request to use the offset for subsequent orders with some cases specified in the refund policy.

After the warranty period, we will release liability for claims arising from the warranty of test quality and the orders.

## Refund Policy

### 4.1. General Provisions

The refund policy includes provisions on cases where refundable cases, nonrefundable cases and cases where the refund will be reserved to offset the customer's subsequent 01 order. The refund policy is applied to 03 packages including Standard, Premium and Advanced along with add-ons attached to the order (except for add-on translation from English to Vietnamese, and VIP/VVIP support fee).

The detailed information of each case applying the refund policy is stated in the Section "General Warranty and Refund Policy".

### 4.2. Regulations on Applicable Conditions and Evidence

Refund requests for the cases of Fail or Package Difference which are specified in Article 4.3.1 and Article 4.4.1, are only accepted when the customer submits satisfactory proof following conditions:

- The customer has the test result.
- The customer has proof that the content of the submitted test is the same as the content of the writer's answers.

Customers can choose one of the following options to provide evidence:

**Option 1:** Provide full login account information used to submit the test, including:

- Account ID/Email
- Password
- Login Link

We will log in to the customer's account to confirm the grade and teacher's comments. You can change your password after we send you a notice of the refund decision.

**Option 2:** Provide a video of logging into the school's system (blackboard), which should clearly show the following information:

- Customer's name
- Subject's name and subject's code
- Test result and separate scores for the requirements in Marking Rubrics.
- Teacher's comments on the quality of the test.
- The entire content of the submitted work matches the content of the writer's work.

**Option 3:** For results which have been informed via email, provide a video that clearly demonstrates the following:

- The content of the email mentions the grade and the comments on the quality of the test, which shows the personal email and the teacher's email.
- The entire content of the submitted work matches the content of the writer's work.

#### Notes:

- Refund requests without valid proof will be rejected for the refund duty.

- In case the test does not have a score notification, but there is a total score of the subject. Customers can submit proof of corresponding test scores after offsetting the scores of the component subjects.
- The video provided needs to have high resolution and good image quality so that we can see the content clearly and process the refund to the customer within the specified time.

### **4.3. Cash Refund Policy**

#### **4.3.1. Applicable Cases**

MAAS Education Technology JSC will refund customers for the following cases:

- The company confirmed that there is no writer to fulfil the order and must cancel the order before 72 hours of the official exam time.
- The test result is Fail: the customer is not allowed to do the resit. Or the customer is allowed to do the resit but does not place the resit order at MAAS.
- The test result is in Package Difference.

#### **4.3.2. Cash Refund Request Process**

**Step 1:** Send the test result with detailed proof according to Article 4.2 and the account number you want to receive the refund to email: [support@maasedtech.com](mailto:support@maasedtech.com).

**Step 2:** Wait for the notification of the refund decision from MAAS. Refund requests for the cases specified in Article 4.3.1 will need a review time of at least 15 working days (excluding Saturday, Sunday and public holidays) from the date the customer sends the full required evidence (specified in Article 4.2).

**Step 3:** After your refund request is approved, we will process the refund payment within 05 working days.

**Note:** After receiving the refund decision, the customer has up to **01 month** from the date of receiving the notice to receive the refund. After this period, we will not reserve the fee and do not fulfil the obligation to refund you.

#### **4.3.3. Cash Refund Method**

All refund amounts will be transferred directly to the Vietnamese customer's bank account in VND. Please submit your account number with the following information:

**Account Name**

**Account Number**

**Bank Name**

If you need to receive the refund to your PayPal account, please send us your email account and account name.

**Notes:**

- You will be responsible for paying the incurring transaction fee for the refund payment.
- We will disclaim responsibility when you send us the wrong bank account information of the recipient.

### **4.4. Regulations on Refund by Reservation Method**

#### **4.4.1. Applicable Cases**

MAAS Education Technology JSC will reserve the amount to offset the customer's subsequent 01 order for the following cases:

- Customer cancels the order.

- Customer pays the order value 02 times (repeat payment).
- Customer pays more than the order value (balance transfer).
- The official exam duration is shorter than the initially announced exam duration when placing the order.
- The test result is Fail: the customer is allowed to do the resit and places the resit order at MAAS.

#### *4.4.2. Regulations on the Use of the Reserved Amount*

Customers have up to **01 year** of using the reserved amount to offset the next order fee. The time to use the reserved amount will be specified in the Section “General Warranty and Refund Policy”.

The reserved amount will be applied for only the customer's next **01 order** along with the 02 cases below:

- If the next order has a value greater than the reserved amount: the customer needs to pay the cost difference.
- If the next order has a value less than the reserved amount: we will not refund the amount difference.

#### *4.4.3. Request Process for Reservation Method*

**Step 1:** Send the test result with detailed proof according to Article 4.2 and the account number you want to receive the refund to email: [support@maasedtech.com](mailto:support@maasedtech.com).

**Step 2:** Wait for the notification of the refund decision from MAAS. Refund requests for the cases specified in Article 4.4.1 will need a review time of at least 15 working days (excluding Saturday, Sunday and public holidays) from the date the customer sends the full required evidence (specified in Article 4.2).

**Step 3:** After your request is approved, we will send an email to notify you of the expiry date of the reserved amount to offset the fee for the subsequent order.

## General Warranty and Refund Policy

No.	Cases	Warranty Policy	Refund Policy	Applicable Conditions
General Cases				
1	VIP/VVIP Support Fee		The fee is not refundable	
2	The customer cancels the order		Reserve and use 100% of the order value to offset the customer's next 01 order.	1. Applicable conditions are specified in Article 4.4. 2. Time to use the reserved amount: up to <b>01 year</b> from the date the customer notices to cancel the order.
3	The customer does not strictly comply with 01 of the terms specified in this policy	No warranty	No refund	The company will stop fulfilling the customer's orders
4	The customer is suspected or found to have cheated in the exam	No warranty	No refund	
After the customer pays and the CS Department sends the payment confirmation				
1	The customer pays the order value 02 times (repeat payment)		Reserve and use the remaining amount to offset next 01 order of the customer.	1. Applicable conditions are specified in Article 4.4. 2. Time to use the reserved amount: up to <b>01 year</b> from the date the customer sends the receipt to MAAS.
2	The customer pays more than the order value (balance transfer)		Reserve and use the transferred balance to offset the next 01 order of the customer.	1. Applicable conditions are specified in Article 4.4. 2. Time to use the reserved amount: up to <b>01 year</b> from the date the customer sends the receipt to MAAS.
3	The customer changes the exam time within 24 hours after completing first payment	Apply warranty		1. Change the exam time for free once. The customer will be charged an Extend Deadline fee equivalent to

				15% of the order value for the next changes 2. VIP/VVIP support fee will not be refunded in case the changed exam time is not within the time needed for VIP/VVIP support.
Operating order process before the official exam date announced when placing an order				
1	The company confirmed that there is no writer fulfilling the order and must cancel the order before 72 hours of the official exam time.		100% Cash Refund of the order value	The customer will be responsible for paying the incurring transaction fee for the refund payment.
2	The customer needs to change the documents and order information, causing additional fees but do not pay the incurred costs to continue operating the order.	No warranty	No refund	
3	The customer changes the exam time before the official exam date.	No warranty	No refund	
4	The customer cancels 01 part of the exam duration.	No warranty	No refund	
On the official exam day announced when placing an order				
1	The customer changes the exam time.		No refund	The customer will have to place a new order at MAAS to retake the exam.
2	The customer joins the exam late or does not send the questions at the beginning of the exam, making the order impossible to complete	No warranty	No refund	

	with the quality of the package commitment			
3	The customer arbitrarily lets other people participate in the test, affecting the test's quality.	No warranty	No refund	
4	The customer does not fill in the answers in time, causing the late submission.	Apply Warranty		
5	The official exam duration is shorter than the initially announced exam duration when placing the order.	Apply Warranty	Reserve and use the amount difference to offset the fee for the customer's next 01 order.	<ol style="list-style-type: none"> <li>1. Applicable conditions are specified in Article 4.4.</li> <li>2. Time to use the reserved amount: up to <b>01 year</b> from the date of the official exam day.</li> </ol>
After receiving the test result				
1	<p>Fail:</p> <ol style="list-style-type: none"> <li>1. The customer is not allowed to do the resit.</li> <li>2. Or the customer is allowed to do the resit but <b>does not</b> place a resit order at MAAS.</li> </ol>	Apply Warranty	<p>Choose one of the two below methods:</p> <ol style="list-style-type: none"> <li>1. 100% cash refund of the order value (including discount offers if any, not including VIP/VVIP fee if any).</li> <li>2. Reserve and use 100% of the cost of a Fail order to offset the fee for the next 01 order of the customer.</li> </ol>	<ol style="list-style-type: none"> <li>1. Applicable conditions are specified in Article 4.4.</li> <li>2. Time to use the reserved amount: up to <b>01 year</b> from the date the customer receives MAAS's notice of the approval reservation decision.</li> </ol>
2	Fail and can do the resit. Customers place the resit order at MAAS	Apply Warranty	Do the resit and do not apply the cash refund for the Fail order. 100% of the order value of a Fail order will be used to offset the resit order's fee.	<ol style="list-style-type: none"> <li>1. If the resit order has a greater value than the Fail order, the customer must pay the cost difference. We will not refund cash if the resit order's value is less than the Fail order.</li> <li>2. Time limit to order the resit:</li> </ol>

				within <b>01 year</b> from the date of receiving the Fail test result.
3	The customer arbitrarily edited the test content, leading to Fail or Package Difference.	No warranty	No refund	
4	Package Difference	Apply Warranty	<p>Choose one of the two below methods:</p> <p>1. 100% cash refund of the amount difference (including discount offers if any, not including VIP/VVIP fee if any).</p> <p>2. Reserve and use 100% of the amount difference to offset the fee for the next 01 order of the customer.</p>	<p>1. Applicable conditions are specified in Article 4.4.</p> <p>2. Customers will be responsible for paying the incurring transaction fee for the refund payment.</p> <p>3. Time to use the reserved amount: up to <b>01 year</b> from the date the customer receives MAAS's notice of the approval reservation decision.</p>

## Definition

Terms	Definition
<b>Policy</b>	MAAS Education Technology JSC's Online Exam Service Policy includes regulations of the rights and obligations of the company and customers, warranty policy, and refund policy.
<b>Service</b>	Online Exam Service is provided by MAAS Writing Services, belonging to MAAS Education Technology JSC.
<b>The Company or MAAS or We/Us</b>	MAAS Education Technology JSC provides Online Exam Services.
<b>CR Department or CR</b>	Customer Relations Department of MAAS Education Technology JSC supports the Online Exam orders of customers.
<b>OM Department or OM</b>	Order Management Department of MAAS Education Technology JSC along with writers support the Online Exam orders of customers.
<b>Writers</b>	People are responsible for taking and completing the exam based on the exam's requirements, materials and other requirements of the customers within the specified time period from the date of the confirmation to the official exam time.
<b>Discount/ Promotion Offer</b>	Promotion programs, promo codes, and discount codes are provided by MAAS Education Technology JSC.
<b>Fail</b>	The test result did not score to pass the subject, which is marked by the teacher or instructor based on the scale of the school that the customer studies.
<b>Package Difference</b>	The test has a lower score and does not meet the grade package commitment between the company and the customer is scored by the teacher or instructor based on the scale of the school that the customer studies.
<b>Required Document List (Material Checklist)</b>	The list summarizes all the required documents for each type of service that the customer needs to send to the CR Department before confirming the order so that the writer can use them when taking and completing the exam.
<b>Login Account</b>	The account that the customer uses to log in to the school's (blackboard) system, where the customer can view and manage his or her learning activities.
<b>Order Value</b>	The amount that the customer pays for the order when using an Online Exam Service.



<b>Cost Incurred</b>	The surcharge when customers have additional requests or change order information after we record the previously anticipated costs. Transaction Fee when customers pay our fee via bank or when customers request us to refund via PayPal account.
<b>Urgent Fee</b>	Surcharge Fee for <ul style="list-style-type: none"> <li>• Orders close to the submission deadline (writer must write over 400 words/24 hours)</li> <li>• Online Exam orders have the order time less than 7 days before the official exam time.</li> </ul>
<b>Extended Deadline</b>	The surcharge when the customer notices the change of the official exam time is different from the original time when placing the order.
<b>Cost Difference or Amount Difference</b>	<ul style="list-style-type: none"> <li>• The difference between the fee of the initial service package the customer purchased and the service package that we performed.</li> <li>• The difference between the value of the replacement order and the old order.</li> <li>• The difference between the new order value and the offset amount</li> </ul>
<b>Service Package</b>	Types of services that we provide to customers (see details of service packages in Brochure).
<b>VIP/VVIP Support Fee</b>	The surcharge for orders with the official exam time outside the working hours of the CR Department (from 00:00 am to 08:30 am and from 12:00 pm to 01:00 pm).