

## Return & Refund Policy

Updated at 2024-08-01

### Definitions and key terms

To help explain things as clearly as possible in this Return & Refund Policy, every time any of these terms are referenced, are

strictly defined as:

- **Cookie:** small amount of data generated by a website and saved by your web browser. It is used to identify your browser, provide analytics, remember information about you such as your language preference or login information.
- **Company:** when this policy mentions “Company,” “we,” “us,” or “our,” it refers to Pharmacy & Acute Care of University that does business as Pharmacy Pearls LLC, that is responsible for your information under this Return & Refund Policy.
- **Customer:** refers to the company, organization or person that signs up to use the Pharmacy & Acute Care University Service to manage the relationships with your consumers or service users.
- **Device:** any internet connected device such as a phone, tablet, computer or any other device that can be used to visit Pharmacy & Acute Care University and use the services.
- **Service:** refers to the service provided by Pharmacy & Acute Care University as described in the relative terms (if available) and on this platform.
- **Website:** Pharmacy & Acute Care University’s site, which can be accessed via this URL: [pharmacy-acutecareuniversity.com](https://pharmacy-acutecareuniversity.com)
- **You:** a person or entity that is registered with Pharmacy & Acute Care University to use the Services.

### Return & Refund Policy

Thanks for shopping at Pharmacy & Acute Care University. We appreciate the fact that you like to buy the stuff we build. We also want to make sure you have a rewarding experience while you’re exploring, evaluating, and purchasing our products.

As with any shopping experience, there are terms and conditions that apply to transactions at Pharmacy & Acute Care University. We’ll be as brief as our attorneys will allow. The main thing to remember is that by placing an order or making a purchase at Pharmacy & Acute Care University, you agree to the terms set forth below along with Policy.

If there’s something wrong with the product you bought, or if you are not happy with it, you have unlimited time to issue a refund and return your product.

If you would like to return a PACUPrep Question Bank product, the only way would be if you follow the next guidelines:

- The package needs to come back with the original receipt of the purchase.
- You must have answered at least 2000 practice questions in the bank.
- You must have passed at least 2 practice exams with a score of 80% or higher in the bank.
- You must have completed the entrance within 2 weeks of joining and exit surveys within 2 weeks of your exam date.
- The exams and questions requirements are reset each testing period.
- If you purchased or used the bank after August 25, 2023, to prepare for an exam, you must have completed the biostatistics course in the bank.
- If you purchased or used the bank after August 1, 2024, to prepare for an exam, you must have purchased and complete the available study guide eBook.
- You must respond to email communications regarding the product within 72 hours of communication.

## Refunds

We at ourselves to serving our customers with the best products. Every single product that you choose is thoroughly inspected, checked for defects and packaged with utmost care. We do this to ensure that you fall in love with our products.

Sadly, there are times when we may not have the product(s) that you choose in stock, or may face some issues with our inventory and quality check. In such cases, we may have to cancel your order. You will be intimated about it in advance so that you don't have to worry unnecessarily about your order. If you have purchased via Online payment (not Cash on Delivery), then you will be refunded once our team confirms your request.

We carry out thorough quality check before processing the ordered item. We take utmost care while packing the product. At the same time we ensure that the packing is good such that the items won't get damaged during transit. Please note that Pharmacy & Acute Care University is not liable for damages that are caused to the items during transit or transportation.

We will revise your returned product as soon as we receive it and if it follows the guidelines addressed above, we will proceed to issue a refund of your purchase. Your refund may take a 2-4 weeks to process but you will be notified when you receive your money.

## Shipping

Pharmacy & Acute Care University is responsible for return shipping costs. Every returning shipping is paid by Pharmacy & Acute Care University, even if the item didn't have free shipping in the first place.

## Your Consent

By using our website, registering an account, or making a purchase, you hereby consent to our Return & Refund Policy and agree to its terms.

## Changes To Our Return & Refund Policy

Should we update, amend or make any changes to this document so that they accurately reflect our Service and policies. Unless otherwise required by law, those changes will be prominently posted here. Then, if you continue to use the Service, you will be bound by the updated Return & Refund Policy. If you do not want to agree to this or any updated Return & Refund Policy, you can delete your account.

## Contact Us

If, for any reason, You are not completely satisfied with any good or service that we provide, don't hesitate to contact us and we will discuss any of the issues you are going through with our product. ● Via Email: [team@pharmacy-acutecareuniversity.com](mailto:team@pharmacy-acutecareuniversity.com)