

# **Tencent Cloud Training and Certification Related Agreement Product Documentation**



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### Service Statement

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Related Agreement

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# Related Agreement

## TENCENT CLOUD CERTIFICATION EXAM

### TERMS OF SERVICE

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To the extent you wish to receive Tencent Cloud Certification Exam service, such Tencent Cloud Certification Exam service shall be subject to these Tencent Cloud Certification Exam Terms of Service and the [Tencent Cloud Terms of Service](#). Capitalized terms used but not defined herein shall have the respective meanings given to them in the Tencent Cloud Terms of Service.

**PLEASE READ THE FOLLOWING TERMS CAREFULLY.**

**BY CLICKING "I ACCEPT" OR BY DOWNLOADING, INSTALLING, OR OTHERWISE ACCESSING OR USING THE TENCENT CLOUD CERTIFICATION EXAM SERVICE, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD AND AGREED TO BE BOUND BY THE FOLLOWING TERMS.**

#### 1. Service Overview

This service is a professional certification exam service provided by Tencent, and the service order is valid for 12 months from the date of purchase.

#### 2. Your rights and obligations

2.1 You shall complete the purchase order form and provide your email address and contact number bound using your Tencent Cloud account, and the relevant exam order purchase information will be sent to you through the message, email, and SMS push message in the message center of your Tencent Cloud account. After purchasing the exam, you will receive the successful purchase information and you shall follow the message prompts to make an appointment for the exam, including key information such as the exam time, location, and subject.

2.2 You may reschedule the booking of an exam, but you may not unilaterally terminate or change the date of use of the service after the order validity period, unless Tencent Cloud fails to deliver the service within the order validity period, and you shall arrive at the exam venue 30 minutes in advance. You may only reschedule or cancel a scheduled exam at least 3 days (72 hours) prior to the official exam.

2.3 You may apply for a refund of this service after purchase provided you have not booked an exam. You need to submit a refund request in the Tencent Cloud account background during the order validity period. No refund will be provided after the expiration of the order validity period. The specific time frame is subject to the time when you complete the payment order to the time of the first feedback.

2.4 When using the service, you shall provide your real identity information and take the exam at the scheduled exam time.

2.5 Tencent shall not be liable for any failure of the exam due to your incorrect submission of documents or incomplete preparation of documents.

2.6 You undertake to take the exam in good faith, and if cheating or other non-compliance with the regulations of the exam room occurs, Tencent has the right to cancel your exam results and impose corresponding penalties.

2.7 You may communicate with Tencent on the designated online platform, and if your account login details are lost or leaked, please notify Tencent immediately.

2.8 You can check your exam results and related certificates through Tencent Cloud's official website three days after completing the exam, and Tencent Cloud reserves the right to adjust the exam result inquiry time if necessary, and Tencent Cloud will notify you if there is any change in the above time.

2.9 After completing the certification exam, you may authorize and share your certificate information with third parties throughout the world so that they may query your name and certificate ID information via the Tencent Cloud Training and Certification official website. You understand and will be responsible for the privacy risks if you authorize the sharing of your certification ID information with third parties. Tencent will strictly protect your personal data and will not disclose your certificate ID information to third parties without your prior authorization.

### **3. Tencent's rights and obligations**

Tencent has the right to:

- (a) verify the account and identity information provided by you to ensure that the information is true and valid;
- (b) prohibit you from entering the exam room to participate in the exam if you fail to bring a valid certificate to take the exam in accordance with the exam regulations; and
- (c) change the time of the exam due to changes in the product, and if there is any change after your purchase, Tencent will notify you in a timely manner and give you a full refund or arrange for you to take the exam at the nearest examination date.

### **4. Cancellation of exam qualification and no refund**

In the event of the following circumstances, Tencent is entitled to cancel your exam qualification and the exam certification purchase fee will not be refunded to you:

The information you provide to Tencent does not match your real identity pursuant to section 3.1;

You fail to arrive at the exam venue according to the scheduled exam time; or

You fail to bring a valid certificate to take the exam in accordance with the exam regulations.