



CPI Module Refund & Exchange Policy – FAQs

Welcome! Below are answers to common questions about refunds and exchanges for CPI modules.

Can I get a refund for my CPI module?

- Yes — if you request it within 7 days of purchase and haven't started the module.

What counts as “starting” a module?

- Online modules: Answering any questions.
- Print modules: Entering a score online for credit.

Can I get a refund for a print module?

- Yes, if:
 - The request is made before it ships, or
 - You return it (at your expense) in like-new condition within 30 days of initiating the return.

What if I bought the same module twice?

- Refunds for duplicate purchases aren't available after 7 days, but you may request an exchange.

Can I get a refund for a bundle?

- Only if you return the entire bundle (6+ modules). Individual modules in a bundle can be exchanged.

What if I downloaded the eBook?

- Refunds aren't available unless:
 - There's a technical issue preventing access, and
 - Our support team can't resolve it in a reasonable time.

What if my module expired?

- No refunds or exchanges are allowed after the CME credit expiration date.

Can I exchange my module?

Yes, if:

- It hasn't been started
- It's not a shipped print module
- You're exchanging for a module of equal or lesser value

How do I request a refund or exchange?

Email cpi@acr.org within 7 days of purchase. Include:

- Your full name
- ACR ID (if known)
- Order date & number
- Reason for request

We'll respond within 5–7 business days.