

Refund Policy for CPI Module Purchase

Thank you for purchasing a CPI Module, designed to support lifelong learning for radiology professionals. Please review our refund policy below:

Refund Eligibility

- **Refund or exchange requests must be submitted within 7 days** of the order date.
 - For print module purchases, a refund or exchange must be requested **before the module is shipped**. After the module is shipped, a refund may be granted if the customer returns the module at their own expense. Print modules must be received within 30 days of return initiation to receive a refund.
 - Refunds for duplicate purchases will not be accepted after 7 days. If a duplicate module was purchased, an exchange for another module may be given after 7 days.
 - Bundle purchases (6 or more modules) will only be refunded in whole, not in part. Modules within a bundle may be exchanged per exchange policy.
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Non-Refundable Conditions

- A refund or exchange may be issued only if the CPI module has **not** been started (i.e., no questions have been answered).
 - For print module purchases, a score must **not** have been entered online for credit claiming.
- Once the self-assessment has been started and any answers submitted, the purchase is considered final, and no refund or exchange will be issued.
- Modules past their CME credit expiration date are not eligible for refund or exchange (see *CME Credit Expiration* below).
- Due to the digital format and immediate access to content, refunds and exchanges are not available after the eBook has been downloaded, unless:
 - There is a technical issue preventing access to the file, and

- Our support team is unable to resolve the issue within a reasonable time.
 - User error or device incompatibility does not qualify for a refund.
 - Print modules returned in less than like new condition will not be refunded or returned to the customer.
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CME Credit Expiration

- Each activity includes a specific CME expiration date (3-6 years after the activity start date). It is the customer's responsibility to complete the module and activity evaluation and claim credit commensurate with their participation in the activity within this period. Per ACCME guidelines, no CME extensions may be granted after the activity's CME expiration date.
- No refunds or exchanges will be granted after the activity's CME expiration date.

Exchange Policy

- Where exchanges are applicable, the customer may select to receive a different CPI module of equal or lesser value* in exchange for the one that was purchased.
 - Where applicable, online modules may be exchanged for print modules of equal or lesser value. Access to the originally purchased online module will be removed after exchange.
 - Print modules cannot be exchanged once they have shipped. A return must be initiated in lieu of the exchange per return policy guidelines.
 - *Modules purchased as part of a bundle (6 modules or more) will be exchanged at equivalent bundle pricing.
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How to Request a Refund or Exchange

To request a refund/exchange, please email cpi@acr.org within 7 days of purchase. Include the following:

- Full Name
- ACR ID (if known)

- Order Date
- Order Number (found in confirmation email)
- Reason for the request

Refund/exchange requests are typically answered within **5–7 business days**.