



STC Pass Guarantee Frequently asked Questions

Q: What is the STC Pass Guarantee? How does the STC Pass Guarantee work?

For students who purchased Series applicable Premier and Premier Plus packages, we GUARANTEE that students will pass if they follow our instructional design.

In order to qualify, students must:

1. Complete the Progress Exams (A) version
2. Complete all final exams with average score of 75% or greater
3. Score a 75% or greater on at least one of the two green light exams.

Students requesting a refund will also be asked to provide a copy of a failing exam score in order to be eligible for the guarantee.

The refund amount will be the same price as the course for the applicable package, less any discount applied at time of purchase, including discounting related to any combo packages.*

There will be no refund on any shipping or tax.

**The STC Pass Guarantee applies to applicable series exams Premium and Premium Plus packages only.*

Q: What score do I need to achieve to qualify for the STC Pass Guarantee?

In order to qualify, students must:

1. Complete the Progress Exams (A) version
2. Complete all final exams with average score of 75% or greater
3. Score a 75% or greater on at least one of the two green light exams.

Q: How do I claim my STC Pass Guarantee refund?

You can contact STC Customer Service at customerservice@stcusa.com.

Please share your username and a copy of your failing exam score with your request.

Q: What will my STC refund be if I qualify for the Pass Guarantee?

The refund amount will be the same price as the course for the applicable package, less any discount applied at time of purchase, including discounting related to any combo packages.*

There will be no refund on any shipping or tax.

Still can't find your answer?

If you can't find what you're looking for, please contact us.

Call us: 800.782.1223

Weekdays: 8 a.m. - 7 p.m. ET

Send us a note

Email us at customerservice@stcusa.com.