

## Terms and Conditions

1. You will receive the exact date for your tutorial together with our confirmation of your payment of the fees. The corresponding online access data to the tutorial will follow 3 days before your tutorial.
2. About one week prior to the exam participants will receive an electronic exam confirmation in their email that contains specific details regarding time and place of the exam. Please print this confirmation and bring it on exam day along with your passport or ID-card (original documents only). Without identifying documents exam participation will have to be denied.
3. Results and grades of "Start Deutsch 1" exam can be usually obtained on the afternoon of the working day following the exam date. Results and grades of the "Goethe-Zertifikat A2" exam can be usually obtained within 5 working days following the exam date. B1, B2, C1 exams take a processing time of about 15 work days, C2 takes 20 work days, before results and grades will be released anonymously on the website of the SLZ where participants identify their data through their examinee's number.
4. Goethe-Certificates will be issued within 3 work days after the disclosure of the results. Certificates can be personally obtained during office hours in 610 Hengfeng Road, Building A, 6th floor, providing adequate identification, such as passport or ID. Third parties collecting certificates on behalf of the examinee need to produce a copy of that person's passport or ID in order to receive the certificate. Adequate identification such as a passport or ID-Card of the third parties needs to be provided as well.
5. Through a courier service, certificates can also be delivered to examinees' homes at the recipients' expenses. All Goethe certificates (A1, A2, B1, B2, C1 and C2) that have been obtained at the Shanghai examination centre will be sent off two weeks after the results and grades have been released.
6. In the event of the loss of certificates (individual module certificates or the overall certificate), participants can request replacement documents for a fee of 100 RMB.
7. The "Right to Inspect" the exam and "Appeals" against the results of the exam or against the administration of the exam are regulated by paragraphs 20 and 21 of the exam guidelines of the Goethe-Institute. An objection to the examination result must be filed in text form within two weeks of the announcement of the examination result. Unfounded or insufficiently substantiated applications can be rejected by the exam official. The mere reference to a score not achieved is not sufficient as a justification! Further questions regarding inspections and/or appeals can be directly addressed to Goethe-Jinchuang via email or phone:  
[goethertzifikat.sh@goetheslz.com](mailto:goethertzifikat.sh@goetheslz.com) Tel.: 021- 62897762
8. The examination office reserves the right to cancel or change the examination due to force majeure. Cancellations or changes of examination dates might occur on very short notice, in the worst case scenario on the day of the examination. Participants know and accept this risk.

If Goethe-Jinchuang is unable to conduct the examination due to force majeure, we will arrange for a refund of the examination fee or postponement of the examination. However, Goethe-Jinchuang will not compensate for any additional costs incurred as a result of a cancellation due to force majeure (transportation, accommodation, etc. will not be reimbursed).

### Goethe-Jinchuang Sprachlernzentrum Shanghai

610 Hengfeng Road, Building A, 6th floor, Jing'An District, Shanghai 200070  
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上海锦创歌德德语培训 上海市静安区恒丰路610号A座6楼 邮编: 200070

## 9. Notification:

All withdrawals must be communicated in writing via email to [goethezertifikat.sh@goetheslz.com](mailto:goethezertifikat.sh@goetheslz.com).

### 1.1 **Timely Withdrawal Options** (Until up to 10 Working Days Before Exam):

- Refund available (processing fees apply: 150 – 450 RMB).
- One-time exam postponement within 6 months of originally booked exam (processing fees apply: 100 – 300 RMB).

### 1.2 **Late Withdrawals** (Within less Than 10 Working Days Before Exam):

- Refund or postponement generally not available.
- Exception for illness on exam day confirmed by medical certificate (see 5).

### 1.3 **Withdrawals due to illness on the day of exam:**

- Refund available upon presentation of an official medical certificate (processing fees apply: 150 – 450 RMB).
- One-time exam postponement within 6 months of originally booked exam upon presentation of an official medical certificate (processing fees apply: 100 – 300 RMB).

### 1.4 **Withdrawal from a postponed exam:**

- Participants who withdraw from an exam that has already been postponed are not eligible for a refund or another postponement of their exam date.

Note: processing fees may apply and vary depending on the extent of the withdrawal from the exam and the further processing towards refund or postponement - a processing fee of between 100 and 150 RMB will be charged for withdrawal from a single exam module. The processing fee for withdrawing from a full exam is between 300 and 450 RMB.

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