

The AI CERTs Candidate Agreement, as provided in the Candidate Handbook below, will be displayed at the beginning of each exam. Your acceptance of the agreement is mandatory for the exam to commence.

Please take the time to review the documentation before taking your exam.

CERTIFICATION EXAM POLICIES

The policies and procedures outlined in this document represent the general, overarching policies and procedures that govern the administration of all AI CERTs certification programs. Some AI CERTs certifications may have additional policies and procedures specific to them. Please refer to exam-specific pages on the AI CERTs certification website for information directly related to each exam. AI CERTs reserve the right to revise or update these policies, with or without notice, at any time.

STATEMENT OF IMPARTIALITY

At AI CERTs, we recognize the critical importance of impartiality in the conduct of all our certification activities. As a commitment from our leadership, AI CERTs is dedicated to ensuring that all decisions related to the certification process—including the development, administration, and scoring of certification exams—are made objectively, without any undue influence or bias.

AI CERTs' management has established clear policies and procedures to identify, manage, and eliminate potential conflicts of interest at every level of our operations. We are committed to maintaining the highest standards of integrity and impartiality, ensuring that all certified individuals, applicants, and stakeholders are treated with fairness and objectivity.

To reinforce this commitment, AI CERTs maintain a robust organizational structure that safeguards impartiality and prevents any conflict from compromising the integrity of our certification programs. We make this statement publicly available to ensure transparency and to affirm our commitment to impartiality as a core principle guiding all our certification activities.

POLICIES AND PROCEDURES

1. Exam Objectivity

1.1. AI CERTs collect candidates' information primarily to verify eligibility and enable the verification of certification status. AI CERTs does not require candidate information regarding any of the following items: race, color, national origin, sex, gender identity, sexual orientation, age, or disability (except to make reasonable accommodations to candidates with demonstrated special needs at their own request).

1.2. AI CERTs utilize an online form for candidate registration to ensure all candidates have a similar registration experience and that no personal bias is involved during the registration and testing process or in screening candidates for eligibility.

1.3. AI CERTs uses an in-house proctoring platform (proctoring 365), to administer AI CERTs certification exams. This ensures that no third party involved in developing or delivering AI CERTs courseware is directly involved in administering AI CERTs certification exams.

1.4. AI CERTs analyze all exam-related policies annually to identify potential threats to impartiality and to ensure ongoing adherence to fair and impartial exam development and delivery practices. Furthermore, all AI CERTs personnel must disclose, in writing, any known or potential conflicts of interest regarding exam candidates, exam development, and supporting courseware development.

2. Exam Eligibility

2.1. Exam-specific requirements can be accessed on exam-specific pages on the AI CERTs website and certification schemes.

2.2. AI CERTs provide official courseware to support exam preparation but does not deliver training directly. Training services may be offered through AI CERTs' authorized partners. However, neither the use of official courseware nor participation in partner-led training is a mandatory requirement to attempt any AI CERTs certification exam.

3. Certificate of non-transferability

Successful candidates who hold a current AI CERTs certification retain the certification for its validity and if they fulfill all the requirements of maintaining a valid certificate. However, no certification holder may transfer any AI CERTs certification to another person or entity.

4. Registration Process

While AI CERTs strive to provide a clear and consistent method for exam registration and administration. The following sections of the AI CERTs Certification Exam Policies outline the general registration process policies that govern all AI CERTs certification exams

4.1. Candidate Personal Information and Account Registration

4.1.1. Candidates can purchase exams vouchers directly through the AI CERTs website or through its authorized training partners. Once candidates have an exam voucher, they can register for and schedule a testing session through the set process for examination.

4.2. Registration Process

Interested candidates must register via an online Form link sent directly to their email OR register online through the website. Upon successful registration through the email , the support team will send a confirmation email that includes:

- Detailed course information.
- Detailed Application form.
- A payment link for course fees(for online form link sent on Email).

During the registration process, candidates are required to select their preferred exam date and time. All further communication and updates will be conducted via the email provided during registration.

OR

Upon successful registration through the AI CERTs website, candidates can choose to purchase courseware, examination, or a bundled option. After completing the purchase, they will receive a confirmation email with detailed course information and access credentials if courseware is included. During the registration process, candidates will be contacted by the AI CERTs support team via the email provided at checkout to select their preferred exam date and time. All further communication, including reminders, exam instructions, and results, will be conducted through this registered email.

4.3. Cancellations and No-Shows

All course registrations and associated fees are strictly non-refundable, regardless of the circumstances, including but not limited to cancellation, no-shows, or withdrawal.

By registering candidates acknowledge and agree to this non-refundable policy and confirm their commitment to the selected course and schedule.

While fees are non-refundable, candidates may request to reschedule their exam date and time, subject to availability and provided the request is made at least 15 days before the scheduled exam.

4.4. Test Accommodation Requests

By the requirements of the Americans with Disabilities Act (ADA), candidates with a demonstrated need may request special accommodations related to that need when scheduling their exam. Requests must be made to AI CERTs in writing at least thirty-five (35) calendar days before the desired exam date. Requests must be reviewed and approved by AI CERTs and supporting documentation may be required. AI CERTs will inform the candidate once the request has been approved. Candidates can submit test accommodation requests via email to support@aicerts.ai

4.5. Candidate Identification

Candidates appearing for AI CERTs certification exams must undergo identity verification via human remote proctoring. Candidates must present their registration confirmation and a valid government-issued ID during the identity verification process. Identity verification will be conducted by a Human - remote proctor through secure video conferencing and proctoring software.

4.6 Fee Structure

Certification Program	Complete Courseware & Exam Fee	Examination Fee Only	Recertification Exam Fee
AI+ Security: Level 1	\$300	\$150	\$100
AI+ Security: Level 2	\$300	\$150	\$100
AI+ Security: Level 3	\$300	\$150	\$100
AI+ Security: Compliance	\$300	\$150	\$100
AI+ Ethical Hacker	\$300	\$150	\$100
AI+ Network	\$300	\$150	\$100

Explanation:

- **Complete Courseware & Exam Fee (\$300):** This fee includes the cost of the complete courseware as well as the examination fee. It covers all learning materials, access to online resources, and the examination itself.
- **Examination Fee Only (\$150):** For candidates who only wish to take the examination without purchasing the courseware, the fee is \$150.
- **Recertification Exam Fee (\$100):** This fee applies to candidates who are seeking recertification after the initial certification period has expired. It includes the cost of the examination required for recertification.

5. Exam Delivery Exclusions

AI CERTs reserve the right to exclude specific regions and countries from participating in the AI CERTs certification program based on potential security and/or integrity concerns.

6. Testing and Retake Policy

6.1. Eligible candidates may purchase a desired AI CERTs certification exam from the AI CERTs's website . AI CERTs certification exams are non-refundable, non-transferable, and non-exchangeable. All vouchers, including any retakes, expire 6 months from the date of purchase unless otherwise noted.

6.2. Exam delivery policies and available modes are determined based on the preferences selected by the candidate during registration for the AI CERTs Certification exam.

6.3. AI CERTs is the sole decision maker regarding passing scores for all AI CERTs certification exams and all other certification-related decisions. AI CERTs uses an industry-standard statistical analysis process to determine all exams' passing scores (cut scores).

6.4. AI CERTs use proprietary human based remote proctoring platforms to conduct the remote proctoring exam administration.

6.5. After completing an AI CERTs exam, candidates will receive a score report within 30 days via email and their personal account; those who pass will simply be

notified of their success, while those who do not pass will receive detailed feedback by domain to help prepare for a retake.

6.6. Any candidate who do not pass an AI CERTs certification exam on their first attempt is eligible for a second attempt immediately, at no additional cost and with no waiting period before the retake. All AI CERTs certification exam vouchers include one free retake. Retakes are only valid for the same exam and the same exam version that was initially purchased and using the same voucher code. All attempts, including retakes, must occur before the voucher expiration date.

Candidates must purchase another voucher for any attempts after the free retake (i.e., before the third attempt, any subsequent attempt, or after the expiration date). While there are no time restrictions on the third attempt or any subsequent attempts thereafter, AI CERTs strongly recommend a 30-days preparation period before retaking the exam.

7. Recertification Requirements

All AI CERTs certification exams are subject to recertification requirements for candidates to maintain their certified status. The recertification requirements will vary from exam to exam, but in general, all certifications are subject to the following provisions unless otherwise specified:

7.1. AI CERTs certifications are valid for one (1) year after the certification is granted. By one (1) year from the original issuance, candidates must complete all recertification requirements to maintain a valid certificate. Recertification options will vary from exam to exam but may include retaking the most current version of the exam.

7.2. For AI CERTs certifications that allow candidates to retake the exam to maintain valid certification, candidates will be subject to the latest version of the certification objectives available at the time of the retake. AI CERTs periodically maintain and updates certification exam items and objectives to ensure that the knowledge, skills, and abilities being tested are up to current standards and that the exam is still valid. Current certification objectives for all AI CERTs certification exams can be found on the specific exam pages on the AI CERTs certification website.

CERTIFICATION VERIFICATION

1. Email based verification

- Requests for certification verification can be submitted via email requests. The following information must be provided:
 - Full name of the certified individual
 - Certification ID number (if available)
 - Scope of certification (if applicable)
 - Reason for the request
- Administrative staff will verify the certification status using internal records and ensure that the information is accurate and up to date.
- Responses will include:
 - Whether the individual holds a valid certification
 - The scope of certification
 - The expiration date or renewal status
- The response time is within 5 business days unless legal restrictions apply

2. Electronic based certification Verification (Blockchain Based)

Records of certified individuals shall be maintained electronically according to the AI CERTs Record Control Policy and Schedule document.

AI CERTs uses a blockchain based proprietary platform to issue electronic badges that will serve as the official public record of a certified individual's certified status. These badges shall be issued upon a candidate successfully completing an AI CERTs certification exam. The badges shall include a mechanism for stakeholders to verify the certified individual's status and the certification requirements when it expires.

Requests by any stakeholder to verify an individual's certification status can also be made in writing and shall be responded to in writing. Only an indication of whether an individual is certified should be provided (and if so, the certification term, ensuring that the status of in-progress or unsuccessful candidates is not disclosed). Requests for verification of an individual's certification status can be emailed to support@aicerts.ai

Requests for verification of progress in attaining certification shall be responded to in writing and provided only to the applicant/candidate unless permission is granted in writing by the candidate for release to others. Requests for verification of progress in attaining certification should be emailed to support@aicerts.ai

If AI CERTs is required by law to release confidential information, the person concerned shall, unless prohibited by law, be notified as to what information will be provided.

EXAM ADMINISTRATION PROCESS

AI CERTs uses Human Proctor(Proctor365) to administer all exam programs identified in this document to ensure a consistent, impartial experience for all candidates. AI CERTs maintains legally enforceable agreements with all vendors to ensure the ISO/IEC 17024: 2012 standard is adhered to.

COMMUNICATION OF RESULTS

The final assessment results and certification issuance status shall be communicated to candidates electronically or by mail within 30 days of testing. The examination reports for passing candidates shall reflect only pass status. Failing candidates shall be given a scaled score on their performance on the entire exam. For their diagnostic purposes, they shall be given information indicating their overall performance for each section of the exam.

CERTIFICATES CERTIFICATE ISSUANCE CRITERIA

A non-transferable certificate shall be issued only to individuals who have met all certification requirements. No other factors determine an individual's qualification to earn the certificate.

CERTIFICATIONS REQUIREMENTS

AI CERTs will issue a certificate to all candidates; the certificates shall include the following:

1. The candidate's name
2. The candidate's identification number
3. The certification title
4. AI CERTs as the certificate issuer
5. The signature of AI CERTs's Founder
6. The date of issuance
7. The expiration date

The certificate shall be designed to prevent fraud and counterfeiting.

BADGES

While AI CERTs certifications and credentials are recognized and respected globally, communicating that you earned them can be challenging. To facilitate communication of achieving certification, AI CERTs has established a program to help candidates quickly and easily share verification of their achievements whenever and wherever they choose.

AI CERTs is providing digital versions of AI CERTs credentials. These various badging platforms offer the following:

- A web-enabled version of credentials that can be shared online
- A trusted method for real-time credential verification

WHAT ARE DIGITAL BADGES?

Digital badges are web-enabled credentials, certifications, or learning outcome versions. Candidates are eligible for AI CERTs badges based on their passed AI CERTs certification tests.

WHAT ARE THE BENEFITS OF DIGITAL BADGES?

Representing a credential with a badge enables candidates to share their abilities online in a simple, trusted way that can be easily verified in real time.

Badges provide employers and peers concrete evidence of what candidates had to do to earn their credentials—and what they're now capable of doing.

HOW ARE DIGITAL BADGES ISSUED?

Upon earning a credential or certificate, a candidate can access the badge or certification validation from the learners' portal.

CERTIFICATION APPEALS AND COMPLAINTS

OVERVIEW

AI CERTs has established policies and procedures for applicants and candidates to appeal adverse decisions related to AI CERTs certification programs to facilitate an open and impartial certification program. Further, AI CERTs has established policies and procedures to enable all stakeholders to file complaints against AI CERTs certification programs or individuals who may violate AI CERTs certification

policies—such as misrepresenting certification status or cheating on an exam. The policies and procedures in this document shall be publicly available without request to all individuals on the AI CERTs website.

APPEALS

AI CERTs shall consider all requests for appeals from any applicant and candidate, and if it has been determined that the request for appeal is legitimate, AI CERTs shall assign an ad hoc certification exam appeals committee to review the request.

An appeal is a formal request to reconsider an adverse decision made by AI CERTs related to an individual’s certification achievement or compliance with AI CERTs policies.

PURPOSE

An appeal request review aims to determine appeal requests submitted by AI CERTs certification applicants and candidates. Specific responsibilities of the certification exam appeals committee include:

- Acknowledging all appeal requests
- Ensuring all appeals are processed and reviewed impartially, specifically avoiding real or perceived conflicts of interest
- Giving all appeals due consideration
- Making determinations regarding the validity of appeals
- Notifying appeal requestors and AI CERTs of appeal outcomes
- Maintaining a record of all appeals and related decisions

APPEAL SUBMISSION AND ACKNOWLEDGEMENT

An appeal must be made in writing to AI CERTs within thirty (30) calendar days of receiving the adverse determination. The written request must include a statement indicating the grounds for appeal, an explanation of why the appeal should be granted, and all supporting documentation or evidence to support the request. Requests shall also contain the appellant’s email address, postal address, and phone number at which the appellant can be reached.

Appeal request submissions can be made to support@aicerts.ai

AI CERTs will acknowledge receipt of the appeal within ten (10) business days. The acknowledgment shall include a description of the appeals process.

APPEAL REVIEW AND DETERMINATION

Appeals shall be reviewed by the certification exam appeals committee within thirty (30) calendar days of submitting the appeal request. The function of the certification exam appeals committee in each case is to review the decision being appealed based on the records available at the time of the determination and any additional information relevant to the appeal. Members of the certification exam appeals committee shall recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned or if there is an actual or apparent conflict of interests.

The certification exam appeals committee shall notify the AI CERTs certification department and the appellant of its decision within fourteen (14) calendar days of the determination.

APPELLANT NON-DISCRIMINATION

Under no circumstances shall any agent of AI CERTs discriminate against an applicant or a candidate who files an appeal request.

CERTIFICATION EXAM APPEALS COMMITTEE APPOINTMENTS

Decisions regarding appointments to certification exam appeals committees shall be made by the AI CERTs certification department with the guidance of the appropriate scheme committee members. Members of certification exam appeals committees shall be chosen from among the scheme committee members for the related certification program. AI CERTs shall make appointments in a manner that ensures fair and impartial representation of the target industry with no interest predominating.

MEETINGS

There are no formal requirements for the frequency of certification exam appeals committee meetings. These ad hoc committees shall meet, whether in person or remotely, as often as necessary to accomplish their responsibilities. The AI CERTs certification department shall issue a formal or informal agenda for each meeting. When meeting remotely, as in the case of a conference call or a web-conferencing session, all persons participating in the meeting shall be considered present for the meeting.

QUORUM AND VOTING

For voting at a meeting, the participation of a simple majority of the current voting membership of the certification exam appeals committee shall constitute a quorum,

and a simple majority of voters shall constitute an actionable decision. The voting results shall be recorded and kept on file.

Any action required or permitted to be taken at any certification exam appeals committee meeting may be taken through electronic means, such as via email or submission of acceptance forms through other electronic means.

PROGRAM DISPUTES AND COMPLAINTS

A dispute is an informal request to resolve an AI CERTs certification program issue. A complaint is a formal request, other than an appeal, for resolution of an issue related to the AI CERTs certification program or the professional behavior of a candidate.

PROGRAM DISPUTES

Individuals with disputes regarding the assessments, personnel, or other elements of the certification program are encouraged to discuss these with the individuals involved to resolve the matter informally. In some cases, however, informal resolution is not possible, and individuals may wish to file a formal complaint.

SUBMISSION AND ACKNOWLEDGEMENT OF FORMAL COMPLAINTS

A complaint shall be submitted in writing to AI CERTs within ninety (90) days of the incident's occurrence. Complaints must be submitted to support@aicerts.ai. The submission shall include sufficient objective evidence to substantiate the claims and allow for a decision to be made and the appropriate action to be taken. Submissions shall also contain the complainant's email address, postal address, and phone number at which the complainant can be reached. Dissatisfaction based on hearsay shall not be considered a complaint.

Complaints shall be acknowledged within ten (10) days of receipt. The acknowledgment shall include a description of the complaint process and shall advise the complainant that he or she will receive status reports regarding the complaint.

DETERMINATION OF INVOLVEMENT

The AI CERTs certification department shall review all submitted complaints to determine if they can be addressed by AI CERTs staff or if it warrants the involvement of a complaint review committee. The AI CERTs certification department shall be responsible for sending status reports to the complainant as material changes in the status of the complaint occur.

STAFF REVIEW

In cases where the AI CERTs certification department determines that a complaint can be addressed by AI CERTs staff, the AI CERTs certification department will refer the complaint to a suitable staff member considering matters of confidentiality, conflicts of interest, and impartiality. The assigned staff member shall take action to resolve the issue and communicate the resolution to the complainant within thirty (30) calendar days of reviewing the complaint. Should the assigned staff member fail to resolve the issue, or should the complainant deem the resolution unsatisfactory, the complaint will be allocated for review to a complaint review committee.

COMPLAINT REVIEW COMMITTEE REVIEW

If a complaint warrants escalation, the AI CERTs certification department shall form a complaint review committee to consider the complaint. The complaint review committee's decision shall be communicated to the complainant within thirty (30) calendar days of reviewing the complaint. All decisions by the complaint review committee are final.

A complaint review committee assigned to any complaint shall comprise at least one AI CERTs staff member and at least one non-AI CERTs staff member. Any AI CERTs certification program stakeholder may be assigned as a member of a complaint review committee. These stakeholders can include but are not limited to, AI CERTs certification staff and non-certification staff, members of the senior management team, and scheme committee members. The AI CERTs certification department shall consider issues of confidentiality, impartiality, and conflicts of interest when assigning members to complaint review committees.

COMPLAINTS AGAINST CANDIDATES OR CERTIFIED PERSONS

COMPLAINT SUBMISSION

Individuals may file a complaint against a certification candidate or a certified individual. The written complaint must include the stated complaint, relevant supporting materials, and the complainant's contact information. The complaint should be addressed to the AI CERTs certification department and can be submitted to support@aicerts.ai

COMPLAINT ACCEPTANCE AND REVIEW

The AI CERTs certification department shall review the complaint to determine if the criteria for complaint acceptance have been met. The acceptance criteria are as follows:

1. The complainant must have personal knowledge of the alleged violation or misbehavior or be able to supply relevant and reliable documentation.
2. The complainant must demonstrate by documentation and factual evidence that the complaint involves an issue or issues directly related to the certification standards or the AI CERTs Candidate Agreement.
3. The complaint will not be processed if AI CERTs records show that the named person is no longer certified by AI CERTs or is not a certification applicant unless the complaint is related to said person having represented him or herself as having a current certification.

The AI CERTs certification department will first process accepted complaints to attempt to resolve the complaint informally. If an informal resolution is not possible, the AI CERTs certification department shall appoint a complaint review committee to review the complaint. The process and policies governing these complaint review committee reviews shall be the same as for complaints filed against the program.

AUTHORITY FOR DISCIPLINARY ACTION

AI CERTs is the only entity authorized to take disciplinary actions regarding AI CERTs certification programs. Disciplinary action will be accepted by the appropriate member of the Certification Development department, with the input of the appropriate committee, according to established and documented policies and procedures.

ACTIVITIES WARRANTING DISCIPLINARY ACTIONS

AI CERTs may take disciplinary action against any candidate who is found guilty of any of the following:

- Obtaining certification or renewing certification using fraud or deceit or assisting another person in doing so
- Violating one or more provisions in the AI CERTs Candidate Agreement
- Criminal activity, which may or may not result in a conviction, conducted concerning activities for which the certification was issued
- Unauthorized possession, distribution, or use of any AI CERTs exam-related materials or assisting another person in obtaining or using such materials

- Unauthorized use of any registered certification mark or logo owned by AI CERTs
- Failing to cooperate with any AI CERTs disciplinary investigation reasonably

DISCIPLINARY ACTIONS

If AI CERTs determines, on its own or through the advice of a committee, that grounds exist to take disciplinary action against an applicant or a candidate, it may take one or more of the following actions or such other actions(s) as it may deem appropriate:

- Deny a candidate's application for examination or certification or a candidate's application for recertification
- Require a candidate to retake one or more examinations at a time to be determined by AI CERTs
- Invalidate the examination score(s) of a candidate, require the candidate to wait a specified period before retaking the exam(s), and/or revoke the candidate's eligibility to sit for future exams
- Issue the individual a reprimand
- Require the individual to engage in remedial education and/or training
- Suspend a candidate's certification for a period or until a specific condition has been met
- Revoke a candidate's certification
- Publish findings or sanctions on the AI CERTs website or in other communication channels
- Notify other legitimately interested parties of AI CERTs' findings and disciplinary decisions

REINSTATEMENT AFTER REVOCATION

If permitted by the individual's sanction, an individual whose certification has been revoked due to disciplinary actions may submit a request for reinstatement of certification after no less than one year from the revocation determination. The request must be submitted in writing and reviewed case-by-case by either the AI CERTs certification department or the appropriate committee. If it is determined that the individual is eligible for reinstatement, the individual may submit him or herself as a certification candidate and must fulfill all certification requirements to reobtain the certification. Requests for reinstatement must be submitted to support@aicerts.ai

CANDIDATE AGREEMENT

YOU WILL BE REQUIRED TO ACCEPT THIS AGREEMENT AT THE BEGINNING OF YOUR AI CERTs EXAM SESSION FOR THE EXAM TO LAUNCH. PLEASE READ THIS SECTION CAREFULLY.

1.1 Candidate Information:

AI CERTs and its agents may collect, store, transmit, use, deliver, and otherwise process candidate information to screen candidates for exam eligibility, verify certification and continuing education status, analyze certification exam validity and effectiveness, and market AI CERTs services to candidates and certification holders. Candidate information may also be used for other reasonable activities deemed appropriate for AI CERTs programs. Such information may be transferred outside of the candidate's country of residence and the country where the exam(s) were taken. Candidates should know that data protection laws and regulations can vary drastically from country to country or region.

AI CERTs will make available to employers and potential employers particular information related to exam candidates, including the candidate's name, ID number, certifications held, the date upon which they were granted, continuing education status, certification expiration date, and any other information for verifying AI CERTs certification status.

1.2 Use of Logos and Marks: AI CERTs may issue to successful candidates certain marks, logos, certificates, certification numbers, badges, and other items (collectively, "marks") to verify that the candidates hold AI CERTs certifications. Candidates may include such marks on résumés, CVs, social media sites, business cards and stationery, and other professional items when they hold a valid AI CERTs certification. Candidates must discontinue the use of AI CERTs-issued marks for any of the following reasons:

- Their certification expires.
- They otherwise become unable to meet the physical or objective requirements of the certification.
- Upon the discovery of a violation of this candidate agreement.
- If either AI CERTs or the candidates terminate this candidate agreement per this policy.
- In the event of any incident that invalidates or otherwise cancels the candidates' status as holding an AI CERTs certification.

Further, if AI CERTs alters, updates, or changes any marks issued to candidates, candidates must cease using all previous versions of marks and update to currently issued marks. All AI CERTs-issued marks that successful candidates wish to display must be displayed in their current, up-to-date form and must not be covered, obscured, or otherwise defaced by other elements on or within any medium upon which they are displayed.

1.3 Earning and Maintaining AI CERTs Certifications:

The granting of any AI CERTs certification is based on meeting all certification requirements, the successful passage of the associated AI CERTs certification exam, compliance with all the terms of this candidate agreement, and, if applicable, the ongoing, successful completion of continuing education requirements. Candidates must inform AI CERTs in writing, without delay, of any issues that may affect their status as a valid AI CERTs certification holder. This includes but is not limited to, meeting the physical or objective requirements of the certification. Further, it is the candidates' responsibility to monitor any changes in the requirements of AI CERTs certifications they hold and immediately inform AI CERTs if such changes affect their status.

If a candidate loses their AI CERTs certification, the candidate must stop claiming that they hold said certification, must stop using any marks associated with the certification, and must return all certificates to AI CERTs.

1.4 Personal Conduct:

During AI CERTs online proctored exams, candidates must follow strict guidelines: no cheating, using unauthorized materials or devices (like phones, notes, or smartwatches), or receiving help from others. Candidates must present valid ID, remain alone in a quiet room, and follow all proctor instructions. Sharing or attempting to copy exam content is strictly prohibited. Any violation may lead to exam disqualification and loss of certification eligibility.

1.5 Policy Violations:

If AI CERTs determines that a candidate has violated the terms of this agreement or has otherwise diminished or damaged the validity, security, and integrity of any AI CERTs certification exam, and if deemed necessary and appropriate by AI CERTs, AI CERTs reserves the right to:

- Revoke all the candidate's previously granted AI CERTs certifications.

- Prohibit the candidate from applying for and taking any AI CERTs certification exam for six (6) months (first offense) or permanently (for any subsequent offense).
- Hold the candidate legally responsible for damages or losses caused by the candidate's actions in violating this or other AI CERTs policies.

AI CERTs will notify all candidates determined to violate this policy in writing within ten (10) business days of the discovery.

1.6 Exam Confidentiality:

All exams and related materials are the proprietary and confidential intellectual property of AI CERTs. Any disclosure, reproduction, or dissemination of AI CERTs certification exam materials is strictly prohibited. Violations of copyright law are subject to appropriate legal actions, which may include but are not limited to, the pursuit of civil penalties, punitive damages, and injunctions. AI CERTs will take appropriate legal action against candidates who violate this agreement.

1.7 Appeals and Challenges:

Once a candidate receives written notification from AI CERTs of a violation of this agreement, the candidate may, within thirty (30) calendar days of receiving that written notice, file a written appeal with AI CERTs by emailing a request to support@aicerts.ai. Requests for appeal received more than 30 days from receipt of written notification (considered to be the day AI CERTs or one of its agents emailed the notification) will not be considered. Requests for appeal shall include a statement indicating the grounds for the appeal, an explanation as to why the appeal should be granted, and all supporting documentation or evidence to support the request. Requests shall also contain the appellant's email address, postal address, and phone number at which the appellant can be reached. AI CERTs will acknowledge receipt of the appeal within ten (10) business days. The acknowledgment shall include a description of the appeals process.

If AI CERTs determines that the appeal has been appropriately submitted within the given timeframe, the appeal will be forwarded to a committee of no less than three (3) impartial members for review. The candidate appeals committee's decision will be considered final and will be determined by a simple majority vote.

At its discretion, AI CERTs may grant candidates the ability to correct some violations of this agreement. In such cases, candidates will have thirty (30) calendar days from written notification to correct the violation and provide AI CERTs or its

agents with all requested documentation and supporting evidence to demonstrate said correction.

1.8 Agreement Term and Termination Policy:

Candidate agreements shall commence on the date candidates accept the agreement and shall be valid until either party notifies the other of its intent to cancel the agreement. Parties must provide written notice of the intent to terminate this agreement at least thirty (30) calendar days before the desired termination date. Additionally, AI CERTS may terminate the agreement without a 30-day written notice in the case that the candidate:

- Fails to comply with all terms of the agreement.
- Violates any policy, written or otherwise, of any testing center delivering an AI CERTS certification exam.
- Takes any action that damages the credibility, validity, or security of any AI CERTS certification exam or other product or service.

Upon termination of this agreement, AI CERTS may revoke any currently held AI CERTS certifications from the candidate for 6 months waiting period for the candidate to be eligible to enter into another candidate agreement with AI CERTS.

1.9 Warranty Disclaimer and Limitation of Liability:

DISCLAIMER OF WARRANTIES:

AI CERTS Certification Exams are provided on an "AS-IS" and "AS AVAILABLE" basis. To the maximum extent permitted by applicable law, AI CERTS, its affiliates, licensors, third-party content or service providers, distributors, dealers, and suppliers (collectively, "Suppliers") DISCLAIM ALL GUARANTEES AND WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, REGARDING AI CERTS CERTIFICATION EXAMS, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, TITLE, MERCHANTABILITY, AND NON-INFRINGEMENT.

LIMITATION OF LIABILITY:

AI CERTS shall not be liable for any indirect, consequential, incidental, punitive, or special damages arising from or otherwise related to any AI CERTS certification or this agreement. AI CERTS' liability for damages hereunder shall not exceed the amount of examination fees paid by you to AI CERTS or its agents. Some jurisdictions do not allow the exclusion or limitation of liability, so the above



exclusion or limitation may not apply. However, such exclusion or limitation shall apply to the greatest extent permitted by law.