

Test Center Closings and Delayed Starting Times

- Adverse conditions (such as extreme weather or a local power failure) or other circumstances may make it necessary to cancel the administration of a test or to delay the beginning of testing for several hours.
- Do not call the Pearson VUE Test Center to determine whether testing has been canceled or delayed. If a Test Center has a delay or cancellation, Pearson VUE will contact candidates directly via phone or e-mail to notify them of the cancellation and reschedule their appointment.
- If you cannot appear for a test date due to hazardous weather or other calamity, you must email PCAT Customer Relations **no later than 3 days after the test date**.
- After first checking the PCAT and Pearson VUE website, you may call the Pearson VUE Call Center, where representatives will be available to answer your questions.
- Pearson will make no reimbursements for any expenses incurred by an examinee in traveling to a Test Center.

Test Administration Concerns

- Email PCAT Customer Relations with concerns or questions about the manner in which the Pearson VUE Test Center or its proctors administered the exam.
- Email must be received **no later than 14 days following the test date**.
- Your email should include a thorough description of any incident including the date, type of incident, names of individuals involved, and contact information so Pearson may follow up with you if needed.
- Please allow 3 to 4 weeks from the receipt of your email for a response.
- After the exam you will receive a thank-you email from the Pearson VUE Test Center that administered your exam. Please take the time to answer a few short questions concerning your testing experience.