

E-Z Way Driver Testing, Inc.

Service Contract - Driving Skills Test

Please review our policies below before submitting your payment. If you have any questions, please call us at (269) 353-8704.

1. Before Scheduling

Before scheduling an appointment, applicants are responsible for:

- Reviewing the [Driving Skills Test Study Guide](#). This document outlines test prerequisites, as well as what is on the test and how it is scored.
- Verify that the applicant:
 - Is eligible for the test on the date they selected.
 - Has all required documents for both the vehicle and applicant. All vehicle and personal document requirements can be found on our website under the [What To Bring To The Road Test](#) tab.
 - If providing a vehicle the applicants vehicle must meet the safety requirements outlined in the [Driving Skills Test Study Guide](#)

2. Pricing and Payment

Payment is due at the time of scheduling.

- We accept payment with credit, debit, or prepaid cards.
- Payments are subject to a **4% credit card processing fee** for all appointments.
- For alternative payment options, please call our office at (269) 353-8704.

Driving Skills Test <i>The applicant will meet the examiner at the test site with a vehicle to use for the test. Applicants are responsible for ensuring the vehicle meets the requirements set by the Michigan Department of State. Refer to the Driving Skills Test Study Guide and Pretest Checklist.</i>	\$80.00
Driving Skills Test with E-Z Way Rental Vehicle (Kalamazoo/Battle Creek only) <i>E-Z Way will supply a vehicle that meets state requirements. For information about the make/model of the vehicle, please call our office as vehicles may rotate test sites.</i>	\$130.00
Credit Card Processing and Handling Fee	4%

3. Cancellation/Reschedule Deadlines

Appointments must be canceled or rescheduled **by phone with 48 hours notice** to receive a full refund or reschedule without a fee. The reschedule fee is \$80.00.

4. Refund Policies

Circumstances	Company Policy
Canceled/rescheduled before deadline	Eligible for a full refund. No cost to reschedule.
Canceled/rescheduled after deadline	Non-refundable. A new appointment may be scheduled at full cost.
Canceled by E-Z Way <i>Rarely, we may need to cancel your appointment (e.g., in instances of severe weather).</i>	Eligible for a full refund if the customer chooses to cancel. No cost to reschedule.
Unable to administer test <i>If an applicant arrives late, has missing or improper documentation, supplies a vehicle that does not meet state requirements, or is a minor that arrives without a parent or legal guardian, our examiner cannot conduct the test.</i>	Non-refundable. A new appointment may be scheduled at full cost. No waiting period required.
Failed tests	Non-refundable. A new appointment may be scheduled at full cost. Subsequent tests must be scheduled >24 hours after the previous attempt per state guidelines.
Rental vehicle was booked, but not used for the test <i>Occasionally, an applicant is able to bring a vehicle that meets state requirements after they paid for the E-Z Way rental vehicle.</i>	Rental vehicle fee of \$50.00 is fully refundable.

4. Customer Conduct

E-Z Way Driver Testing, Inc. reserves the right to refuse service in the event of inappropriate customer conduct. Inappropriate conduct may include, but is not limited to, abusive or threatening language or behavior towards any E-Z Way employee or contractor.

Please download a copy for your records?