

# CUSTOMER CLARIFICATION & SATISFACTION FORM



Course Advisor: \_\_\_\_\_ Date of initial visit: \_\_\_\_\_

Customer Name: \_\_\_\_\_ Customer's Postcode: \_\_\_\_\_

**As part of our company's commitment to customer satisfaction, the following is to ensure that you understand, agree to and are able to confirm the following points:**

- |   | Customer to initial      |
|---|--------------------------|
| 1. You've chosen to pay for your Lifetime Licence from Exemplar Education by way of Finance.  | <input type="checkbox"/> |
| 2. Your Lifetime Licence will be paid for by _____ monthly instalments totalling £_____   | <input type="checkbox"/> |
| 3. You've electronically signed the finance agreement (where finance is your chosen method of payment) and other documents relating to the purchase of your Lifetime Licence and you confirm that you've personally applied and executed those electronic signatures.   | <input type="checkbox"/> |
| 4. You're aware that Exemplar Education gives you 14 days to cancel starting from the date of sale. A copy of the right to cancel information from Exemplar Education is on the back of this form. If you're using Finance, the company providing Finance will provide you with a withdrawal period of 14 days, usually starting with the day after the day on which the Finance agreement is made or as confirmed to you elsewhere by the finance company. | <input type="checkbox"/> |
| 5. You understand that you're purchasing a Lifetime Licence and that there are no trial periods.  | <input type="checkbox"/> |
| 6. Whilst Exemplar Education provides the Lifetime Licence (as shown on its documentation), if your chosen method of payment is Finance that Finance will be provided by a third party or 3J Finance Limited. 3J Finance Limited is an associated company of Exemplar Education.  | <input type="checkbox"/> |
| 7. You understand that a computer device may be provided to you free of charge by Rapid Business Solutions International Ltd ('RBSI'). The device doesn't form part of your Lifetime Licence purchase. Any questions, technical support, faults and other matters arising in such respects would therefore be between you and RBSI.   | <input type="checkbox"/> |
| 8. You understand that the Teacher Help Line, Diploma and regular Check Up and marking services under the Lifetime Licence are all conducted remotely and that no home visits or other tuition facilities are offered or provided.  | <input type="checkbox"/> |
| 9. You understand that your role in ensuring that your family gains the most from the programme can't be underestimated. You therefore agree to ensure that each of your children allocates adequate time each week to work on the programme and that you'll encourage and motivate them to use it.   | <input type="checkbox"/> |

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_