

# 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:**

- |   | <b>Customer to initial</b> |
|---|----------------------------|
| 1. You've chosen to pay for your Lifetime Licence from Exemplar Education by way of Finance (for which Credit Checks are necessary).  | <input type="checkbox"/>   |
| 2. Your Lifetime Licence will be paid for by _____ monthly instalments totalling £ _____  | <input type="checkbox"/>   |
| 3. You've electronically signed a loan 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 day after 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 and all/any other Additional Support Services referred to on your Customer Agreement/Order Form are 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"/>   |
| 10. <b>You also now confirm</b> that you've watched and fully understand the entire video presentation called 'Important Information About Your Exemplar Enrolment'.  | <input type="checkbox"/>   |

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

## Right to Cancel

You have the right to cancel this contract with Exemplar Education within 14 days starting from the day after the date of sale without giving any reason.

The cancellation period will expire after 14 days from the day of the conclusion of the contract with Exemplar Education (i.e. at the end of 14 days starting from the day after the date of sale).

To exercise the right to cancel, you must inform us (Exemplar Education, 58 High Street, Beckenham, Kent, BR3 1AY; Telephone 020 8662 6419; email [info@exemplar-education.com](mailto:info@exemplar-education.com)) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or e-mail). You may use the model cancellation form shown below, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

### *Effects of cancellation*

If you cancel this contract within 14 days from the date of sale, we will arrange for reimbursement to you of all payments from you. We will attempt to arrange for the reimbursement to be made without undue delay and not later than:

- a) 14 days after the day we receive back from you any goods supplied, or
- b) (if earlier) 14 days after the day you provide evidence that you have returned the goods, or
- c) If there were no goods supplied, 14 days after the day on which we were informed about your decision to cancel this contract.

We will, where possible, attempt to arrange for the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

We may withhold reimbursement until we have received the goods, if any, and device, if any, back or you have supplied evidence of having sent back the goods and device, whichever is the earliest. Please note that you are responsible for ensuring delivery of the goods returned to us.

You shall send back all goods, if any, and device, if any, (by recorded delivery post) or hand them over to Exemplar Education, 58 High Street, Beckenham, Kent BR3 1AY without undue delay and in any event not later than 14 days from the day on which you communicated your cancellation from this contract to us. The deadline is met if you can provide evidence that this was done before the period of 14 days has expired.

You will have to bear the cost of returning the goods, if any, and device, if any, and you are responsible for ensuring delivery of any goods and device returned.

If you requested to begin the performance of services during the cancellation period, you shall pay us an amount which is in proportion to what has been performed until you have communicated to us your cancellation from this contract, in comparison with the full coverage of the contract.

In addition to the cost of returning the goods, if any, and device, if any, and payment of any proportion of services performed up to communication of cancellation, you are only liable for any diminished value of the goods resulting from their handling beyond what is necessary to establish the nature, characteristics and functioning of the goods.

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## Model Cancellation Form

(Complete, detach and return this form ONLY IF YOU WISH TO CANCEL THE CONTRACT.)

To: Exemplar Education, 58 High Street, Beckenham, Kent, BR3 1AY;

Telephone: 020 8662 6419; Email: [info@exemplar-education.com](mailto:info@exemplar-education.com)

I/We hereby give notice that I/we cancel my/our contract of sale of the following goods/services:

Ordered on/received on Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Name of customer: \_\_\_\_\_

Address of customer: \_\_\_\_\_

Signature of customer(s): \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_