



REPLACEMENT POLICY

Problems with devices shall be reported to your Sales Representative's Customer Service/Technical Support. In the event that Customer Service/Technical Support is not able to resolve the problem, the device may be sent to an Authorized Service Center for repair. A device should not be sent in for repair more than two (2) times for the same issue. If the device has not yet been sent to the Budapest Home Office for repair and is still found to be defective after two (2) repairs, then it must go to the Budapest Home Office for one (1) final repair. If the Budapest Home Office determines that the device is not able to be repaired, then it will be replaced under the following terms:

1. Upon the determination by the Budapest Home Office that a device cannot be repaired, the Budapest Home Office may authorize the replacement of the device. Such authorization shall be made by either Edit Barota, Quality System Supervisor on edit.barota@scio-educator.com.
2. For this purpose, the Budapest Home Office may require the return of the faulty device for examination prior to authorizing its replacement. It may be replaced with the current version of the device at that time.
3. Upon receipt of authorization to replace a device, the Service Center's stock shall be checked to locate a replacement device. The serial number of the replacement device shall be reported to the Broker and to the Budapest Home Office (in case the Service Center is not the BHO) for updating of their traceable database. The delivery of replacement device will be facilitated by the Service Center.