



SALES REPRESENTATIVES OBLIGATIONS POLICY

The Sales Representatives are contracted to be available for support to their customers. This support includes Technical Support, Educational Support, Navigation Support and Informational Support.

Your Sales Representatives should always be your first point of contact for any support issues.

If your Sales Representative is not able to help, then it is the obligation of the Sales Representative to contact the Budapest Home Office (BHO) for support. After the Sales Representative is aware of how to handle the issue, then they are obligated to inform this to all of their support staff and customers.

If the BHO receives a request from a customer for support, the staff at BHO is permitted to inform the customer of the following Sales Representatives Obligations and contractual relationship:

“I would be very happy to help you but our contract with the Sales Representatives states that the Sales Representative is responsible for direct support to their customers. Therefore, we ask you to please contact your Sales Representative directly. If this issue that you are facing is a common issue with the Sales Representatives and their customers, then the Sales Representatives can facilitate the necessary support to get to all of their customers. However, if you are not getting sufficient support from your Sales Representatives, please contact Ibolya Bodzsar, Sales Representatives’ Relations Manager at BHO at info@scio-educator.com as she will follow-up to ensure that the Sales Representative is complying with their contractual obligations.”

We thank you for your understanding and cooperation on this procedure. Please keep in mind that it is much easier for the BHO to respond to issues for support if everyone follows this procedure.

If you have any questions on this policy, please contact Edit Barota, Quality Systems Manager Commissioner, on edit.barota@scio-educator.com.

Thank you.