



SERVICE CENTERS POLICY

The Budapest Home Office offers the option to have device repaired by a local Service Center.

A Service Center is an independent facility established by a third party contractor. The Service Center needs to meet the following requirements:

1. The service and quality systems need to meet the regulatory requirements.
2. The Service Center needs to be contracted and authorized by us.
3. The Service Centers to be staffed with trained and knowledgeable staff.
4. The Service Center needs to pass Supplier Audits.

We will do our best to ensure that the Service Centers are fulfilling their contractual obligations of offering the best quality service and support possible. If you have any issues with a Service Center, please contact The Budapest Home Office.

Please be sure to contact the Service Center of your choice to get their specific shipping instructions to send in your equipment. Each facility has specific requirements based on their shipping area guidelines.

A Service Center must be authorized by the Budapest Home Office to perform service and repairs as strict regulatory controls must be in place. This policy lists the current Authorized Service Centers alphabetically:

- Mandelay Kft. "The Budapest Home Office"

2310 Szigetszentmiklós, Gyártelep 12001/33 hrsz., website: www.scio-educator.com

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