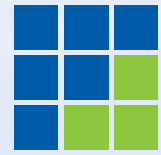


Customer Satisfaction & Education Policy



FISHER/UNITECH

*Product Lifecycle
Management Solutions*

Method of payment for an education course must be received at least one (1) business day prior to the start of the class. A student will not be registered for a course until method of payment is received. Acceptable methods include:

- A hard copy purchase order with net terms and a signature faxed to 248-282-5130
- A valid credit card number
- A valid 3DU education pass number

E-mail confirmations will be sent out one week (7 days) in advance of the class start date. This acts as both a reminder to the student and as an opportunity to cancel, if necessary.

**Students must cancel at least one week (7 days) in advance of the class start date to receive a full refund. (See Customer Cancellation Policy below.)*

Students who register for an education class within one week (7 days) in advance of the class start date will receive an immediate e-mail confirmation, once their registration has been processed. An invoice will also be issued immediately.

SolidWorks classes will be subject to cancellation if there are fewer than three (3) students registered.

If a class is cancelled, students will be given a three (3) business day advance notice.

Customer Cancellation Policy

- Customer must give FISHER/UNITECH seven (7) days advance notice for a full refund.
- Within seven (7) days of class start date, education credits will be issued and must be used within 60 days
- Within two (2) days of class start date, no credits will be issued

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