

Class Seat - India

1. Scope

Sun will register Customer employees for the Sun Educational Services class or classes (each a "Class") selected by Customer. The number of Customer employees to be registered shall be mutually agreed upon by Customer and Sun.

2. Tasks and Deliverables

- **Verification of Class Availability.** Customer will verify Class availability via one of the following methods:
 - **Phone:** 9180-229-8989
 - **Web:** Visit www.sun.com.sg/service/education
 - **E-Mail:** Send an e-mail to: education@india.sun.com
- **Class Registration.** Customer will register via one of the following methods:
 - **Phone:** refer to above
 - **Web:** Visit www.sun.com.sg/service/education
 - **E-Mail:** refer to above
 - **Fax:** Fax registration to: 9180-223-1792

Customer will include a completed registration form with any faxed Class registrations.

- **Sun Acceptance.** All registrations are subject to acceptance by Sun.
- **Class Confirmation.** Upon accepting Customer's Class registration, Sun will mail, e-mail or fax confirmation information to Customer. This will include course and training center information as well as area hotels. Sun recommends that Customer wait until receipt of confirmation before making travel and hotel arrangements. If Customer has not received this information at least one week before the beginning of class, Customer should contact the Customer Service Department at the phone number listed above for the respective country.
- **Sun's Right to Cancel or Reschedule.** Sun may cancel or reschedule any class and will attempt to provide at least ten (10) business days notice when canceling or rescheduling. At Customer's direction, Sun will refund to Customer fees paid for the canceled class or credit the fees toward the fees chargeable for the rescheduled Class.
- **Customer's Right to Cancel or Reschedule.** If Customer cancels or reschedules an original registration for a Class at least ten (10) business days before the Class start date, Sun will issue a full refund of fees paid for the Class. Customer is not otherwise entitled to a refund of fees paid or release from its obligation to pay for any registration canceled or rescheduled by Customer, including without limitation a registration previously rescheduled by Customer.

However, if Customer cancels an original registration within ten (10) business days before the Class start date and simultaneously registers for a current, published new Class that begins within six (6) months from the original Class start date, Sun will credit fees already paid toward the fees for the new Class.

Customer substitutions are accepted with at least two (2) days' notice before the Class begins, provided the substitute meets the Class prerequisites or is approved by Sun Educational Services.

- **Travel Costs.** Travel arrangements are Customer's responsibility, and Sun assumes no liability for any inconveniences, damages or costs, including nonrefundable tickets, that Customer may incur if a Class is canceled or rescheduled.
- **Class Prerequisites.** Customer's employees are required to complete all prerequisite training prior to attending the Class.

In the event that Customer purchases the above-described Services from Sun, this Service Listing or SOW is incorporated by reference in and subject to the terms of the agreement which has been most recently entered into by the parties and under which Customer may order products and services from Sun ("Agreement"). Sun is not obligated to perform the Services described in this Service Listing or SOW unless Customer has an Agreement with Sun and has received an Order Confirmation from Sun accepting Customer's purchase order or electronic order for the Services. This Service Listing or SOW does not constitute an offer by or invitation to contract with Sun. The Services described above are subject to availability and unless otherwise stated, are only available within the above-referenced country. Any reference to "Customer" in this Service Listing refers to the party that enters into the Agreement with Sun. Such party may be referred to in the Agreement as "Company", "Customer" or other appropriate term.

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