

Dear Sir/Madam

My Personal Opinion:

- 1) Implement customer responsibility system and each party's sales responsibility mechanism
 - 1.1) or revise policy for license cancellation and publish the name of the company
- 2) Establish video/audio recording contract to guarantee both parties
- 3) Ensure protection, fairness and equitable on both customers and business activities
- 4) Establish a mechanism/policy to prevent abusive use of the refund policy. For example, refund will acquire a 30% charge, so only refund 70% of the original charges, so that the customer will consider before signing contract. Both parties must be responsible and understand their behavior.
 - 4.1) or free to set refund percent
- 5) The cool-down period at best as short as possible. Any kind of customer mentality exists , reminding customers that they must pay the price for quality.

Your Faithfully,

Lo Diane