

Service Guarantee

Marketing 405 – Services Marketing

Dr. Dwayne D. Gremler, Instructor

Spring Semester 2007

If you are dissatisfied with the instructor's performance, you are entitled to receive your money back.

-- Terms --

- 1. The student must be a "good customer" (as defined the first week of class and listed on the course web site).*
- 2. Appropriate compensation will be determined based on in-class discussions the first week of class.*
- 3. This guarantee does not apply to the student's satisfaction with his/her final course grade.*
- 4. A student invoking the guarantee will receive his/her earned grade and credit for the course.*
- 5. The guarantee may be invoked by submitting, in person, a written request to the instructor or to Dr. Bob Wu (Chair, Department of Marketing). Students who wish to remain anonymous to the instructor may do so.*

Offer void after May 31, 2007