

GENERAL POLICY OF THE IMPLEMENTATION SERVICE

- IMTLazarus always reserves the right not to provide service to any particular platform, either of devices or of any management tool.
- IMTLazarus reserves the right to cancel the service through a distributor if it is not carried out the adequate provision of the same to the final customer, due to the lack of preparation, attention or responsibility for it.
- The final customer reserves the right to decide who will provide the service, taking into account distributors certified by IMTLazarus.
- IMTLazarus will be implemented through certified distributors, taking into account its proximity in the territory where the final customer is located.
- Any agreement with third parties that promotes the positioning of the distributor must be approved by IMTLazarus. The final service proposal in IMTLazarus will be the responsibility of the distributor or consultant who manages and directly serves the final customer.
- IMTLazarus in case of integration with any third party platform must sign an agreement between the parties without interference from third parties, especially when they concern commercial interests or that exclude or limit IMTLazarus in its development.
- Agreements with congregations or groups will be studied in each case and not linked to a single distributor. Also, regardless of the distributor assigned, the congregation or group will enjoy all windows in the total licenses contracted.
- The distributor will be free to appoint collaborators for their actions as long as they do not modify or damage the image of the service. The responsibility for the service will always be of the certified distributor.
- IMTLazarus will not oblige the final customer to receive the service through a particular distributor, but will favour and inform the person assigned as a priority in its territory.
- If an end customer wishes to replace the distributor for sufficiently justified reasons, both the end customer and IMTLazarus may propose or provide another certified distributor.