

Vendor Profile 2009

Company Name: Innovative Communications, Inc.

	Legend	Respond in this column
REMC Customers Can Expect...		
(The following sections will be posted on the REMC Bid Web Site)		
Customer Communication		
One primary point of contact	Yes or No	Yes
Toll free Customer Service telephone number	Yes or No	Yes
Toll free Customer service fax number	Yes or No	No
REMC specific Web page	Yes or No	Yes
Office hours (Eastern Time)	__AM to __ PM	7:00AM to 5:00PM
Demo/evaluation product available	Yes or No	Yes
Product demonstration sessions upon request	Yes or No	Yes
24-hour response time to voice mail or e-mail inquiries	Yes or No	Yes
Order Verification, Billing, and Customer Account information		
Order verifications will be sent within 24 hours of receipt of the order upon request	Yes or No	Yes
New customer forms are required	Yes or No	No
Summer deliveries coordinated with customer	Yes or No	Yes
Procurement/credit cards accepted	Yes or No	Yes
Additional fees are charged for procurement/credit card orders	\$, % or N/A	N/A
Vendor Conditions		
Minimum order to avoid a shipping charge	\$ or N/A	N/A
Required contract number	Yes or No	Yes
Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2008/09 school year:		
MAEDS, October 15-17, 2008	Yes or No	No
MAME, November 5-7, 2008	Yes or No	No
MACUL, March 18-20, 2009	Yes or No	Yes
MSBO, April, 2009	Yes or No	Yes
Other Michigan statewide K-12 conferences	Name(s)	Yes, MiCTA/NJPA
Delivery		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	Yes
Delivery timelines from receipt of orders		
Equipment	days	7 - 30 days
Supply/Paper	days	
Software	days	
Please provide a brief summary of delivery options available. Be sure to specify type of delivery (Inside, tailgate etc.) and costs associated with each option.		
UPS Ground shipment for all small items from Polycom or Polyvision. The preferred method of delivery for large shipments of Polyvision interactive white boards would be a loading dock or lift gate truck. ICI may deliver equipment if installation is purchased with equipment.		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	Yes, if installation is purchased
Onsite assistance at extra cost	\$ or N/A	Yes, without installation

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Return Policies		
Vendor pays return shipping for incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	30
Full refund within	days	3
Method of refund	Refund/Voucher	Refund
Restocking fees	__% after __ days	15% after 3 days

Please provide a brief summary of return policies:

Customer must return equipment within 30 days of delivery to receive full refund. Customer must pay return shipping to ICI, ICI will pay shipping back to mfr. After 3 days, customer is responsible for 15% restocking fee. Equipment must be returned in new condition with original packaging materials, and without identification marks or stickers.

Warranty Policies		
Product to be replaced with new if reported within	days	30 / 60 days
Product to be replaced with used/reconditioned units	Yes, No or N/A	N/A
Vendor pays shipping	1-way, both ways, none	

Please provide a brief summary of warranty policies. Note: warranties are not to be limited. If a manufacturer provides different support during various time periods, that information MUST be identified in your bid for each item affected by such limitations.

Repair Policies (Non-warranty)		
On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	

Please provide a brief summary of repair policies.

Polycom provides a 1 year warranty on all hardware products. Polycom will provide overnight replacement of a defective unit during the first 60 days. For the remainder of the warranty (10 months), Polycom will issue a call tag and RMA to the customer to return the unit to the factory for repair. ICI will also provide phone support during the first year of ownership at no additional charge. Polyvision will replace parts at no charge for a 5 year period. If the customer purchases on-site setup and/or installation from ICI, we will provide the customer a 1 year on-site warranty.