

## Vendor Profile 2009

**Company Name: AVI-SPL**

	Legend	Respond in this column
<b>REMC Customers Can Expect...</b>		
<i>(The following sections will be posted on the REMC Bid Web Site)</i>		
<b>Customer Communication</b>		
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	8 AM to 5 PM
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
<b>Order Verification, Billing, and Customer Account information</b>		
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	Yes
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	3%
<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	\$ or N/A	N/A
Required contract number	Yes or No	N/A
<b>Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2008/09 school year:</b>		
MAEDS, October 15-17, 2008	Yes or No	No
MAME, November 5-7, 2008	Yes or No	Yes
MACUL, March 18-20, 2009	Yes or No	Yes
MSBO, April, 2009	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	MEMSPA and local AVI academy for educators and professionals.
<b>Delivery</b>		
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	5-10 business days
Supply/Paper	days	5-10 business days
Software	days	2-4 business 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.		
Items will be drop shipped from the manufacturer based on best possible ground delivery. Shipping cost are included with product price. Expedited shipping is available for additional costs. Main warehouse has many items in stock thus eliminating backorder difficulties from manufacturers. Larger items or orders can be delivered by AVI-SPL truck free of charge.		
<b>Troubleshooting/Use/Set-Up Assistance</b>		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	No
Onsite assistance at extra cost	\$ or N/A	Yes based on needs
<b>Return Policies</b>		
Vendor pays return shipping for incorrect shipment	Yes or No	Yes

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Customer dissatisfaction with items can be returned	days	Yes with possible re-stocking fees
Full refund within	days	30 days
Method of refund	Refund/Voucher	Credit to Account
Restocking fees	___% after ___ days	Based manufacturer

**Please provide a brief summary of return policies:**

AVI's return policy is quick and easy. There is a dedicated department to arrange and track all returns. DOA or client driven returns are given prompt attention. Each manufacturer will have specific re-stock requirements for returns that are not performance related. AVI will work closely with clients to demonstrate desired equipment before purchase to help eliminate the need for returns.

**Warranty Policies**

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

**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.

Each manufacturer has their own warranty policy. DOA and repair policies also differ between the manufacturers. Please note that due to the large size of AVI, manufacturers tend to bend rules for us and this allows a quick and easy solution to a client's problem. Please call for details on each product's warranty.

**Repair Policies (Non-warranty)**

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

**Please provide a brief summary of repair policies.**

AVI is pleased to offer services on all items whether in warranty or not in warranty. This includes items that were not purchased from AVI initially. Factory trained specialists in our service department can start a call tag and follow your item through the repair process. Service can be billed as time and materials.