

## Vendor Profile 2009

**Company Name: City Animation Company**

	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	no
Office hours (Eastern Time)	__AM to __ PM	7:30 - 5:30
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	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	no
<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	\$ or N/A	no
Required contract number	Yes or No	no
<b>Customers saw you exhibit at the following Michigan K-12 conferences in the 2007/08 school year:</b>		
MAEDS, October 3-5, 2007	Yes or No	yes
MAME, October 24-26, 2007	Yes or No	no
MIEM, November 15, 2007	Yes or No	yes
MACUL, March 5-7, 2007	Yes or No	yes
MSBO, April 30- May 1, 2007	Yes or No	no
<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	yes
MAME, November 5-7, 2008	Yes or No	no
MACUL, March 18-20, 2009	Yes or No	yes
MSBO, April, 2009	Yes or No	undecided
Other Michigan statewide K-12 conferences	Name(s)	Various ISD shows, Michigan Joint Education Conference, 6/2008 MASA, 9/24/2008 MASSP 9/29/2008 MASB 10/30/2008 MEMPSA 12/3/2008 ,
<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	4 to 10 days
Supply/Paper	days	4 - 7 days
Software	days	3 - 6 days

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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.

Most items are drop shipped directly from the manufacturer by UPS, Fed Ex, or ground delivery. Shipping costs are included in our REMC price for normal delivery. Expedited delivery is available at an additional cost. For items in higher demand such as SMART Boards we keep some stock on hand to cover customers with urgent timelines. In some cases deliveries may be made by a City Animation company truck or van. Inside deliveries upon request at an additional cost.

Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	Yes, within reason on a case by case basis. We have five education representatives that cover all parts of the state so most locations will be accessible.
Onsite assistance at extra cost	\$ or N/A	Yes, within reason on a case by case basis. We have five education representatives that cover all parts of the state so most locations will be accessible.
Return Policies		
Vendor pays return shipping for incorrect shipment	Yes or No	yes
Customer dissatisfaction with items can be returned	days	yes
Full refund within	days	30 days
Method of refund	Refund/Voucher	credit or refund
Restocking fees	__% after __ days	no

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

Our policy is to give our customers the widest possible latitude in matters of product returns for any reason. Our official policy is to offer a full refund or full credit for exchange for 30 days after the date of the invoice but have waived the time limit on numerous occasions as a customer courtesy. We are happy to exchange one product for another or offer a refund, whichever is necessary.

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

**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.

Full warranties from Manufacturers apply. DOA policies and repair policies vary from manufacturer to manufacturer. In all cases City Animation will act as a go between or facilitator as needed on warranty issues. In addition, our service department can repair or arrange for factory repair of most products during and after the warranty period. Call for details on specific products.

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### Repair Policies (Non-warranty)

On-site repair service is provided by company or subcontractor in:

Upper Peninsula	Yes, No or N/A	yes, depending on product and warranty terms
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	yes, depending on product and warranty terms
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	yes, depending on product and warranty terms

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

We are fully equipped to attend to non warranty repairs. Our service department can diagnose problems and arrange for repairs, either in house or by forwarding the item to the appropriate factory authorized repair center. Through our relationships with manufacturers we assist customers having warranty repair issues and can in some cases have been able to get warranty extensions for customers on products which are 30-90 days past warranty extension..