

Vendor Profile 2009

Company Name: Custom Plus

	Legend	Respond in this column
REMC Customers Can Expect...		
<i>(The following sections will be posted on the REMC Bid Web Site)</i>		
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	8:30-5
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	na
Vendor Conditions		
Minimum order to avoid a shipping charge	\$ or N/A	\$50.00
Required contract number	Yes or No	no
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	no
Other Michigan statewide K-12 conferences	Name(s)	remc inservice and on the road shows - Oakland Power Up
Delivery		
Rush delivery options available at additional cost.	Yes or No	yes
Deliveries are drop-shipped by manufacturer	Yes or No	no
Delivery timelines from receipt of orders		
Equipment	days	10
Supply/Paper	days	10 days custom 5 days stock no imprint
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 delivery is standard, Upon request we will ship via any method including customer pick up, fed ex, ups express services and us postal service express services. Delivery is available if needed. Customer will pay the difference between the included ground shipping charge and the expedited cost.		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	yes
Onsite assistance at no cost	Yes or No	yes
Onsite assistance at extra cost	\$ or N/A	na

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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	30
Method of refund	Refund/Voucher	refund
Restocking fees	__% after __ days	0

Please provide a brief summary of return policies:

Customer dissatisfaction with items can be returned within 30 days for a reprint or refund. We will work with client PRIOR to order to make sure artwork is usable. Proofs are provided at no additional charge. If print is not acceptable to client we will reprint or accept product for a full refund.

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	na
Vendor pays shipping	1-way, both ways, none	both

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.

Customer can return product for a full replacement or refund within 30 days if unhappy with product or imprint.

Repair Policies (Non-warranty)

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

Please provide a brief summary of repair policies.

Not applicable to our products.