

Vendor Profile 2009

Company Name: D&H Distributing Company

	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 (upon request)
Office hours (Eastern Time)	__AM to __ PM	8:30 am to 5:30 pm
Demo/evaluation product available	Yes or No	No
Product demonstration sessions upon request	Yes or No	No
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	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	2.5% transaction fee
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	No
MSBO, April, 2009	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	D&H is willing to send pricing and door prizes
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	3 - 5 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.		
<p style="color: red;">D&H ships all orders via standard ground delivery at no charge for all REMC orders over \$50.00. Inside delivery is standard on all deliveries. If a school wishes to have an order shipped via next-day air or 2nd-day air delivery, the appropriate freight charges must be added to the order. Please call (800) 340-1006 for the next-day or 2nd-day air charges.</p>		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	No
Onsite assistance at no cost	Yes or No	No
Onsite assistance at extra cost	\$ or N/A	N/A

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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 days
Full refund within	days	30 days
Method of refund	Refund/Voucher	Credit
Restocking fees	__% after __ days	10% after 30 days

Please provide a brief summary of return policies:

One year calculator warranty is valid only with D&H invoice. Warranty applies to manufacturer's defects only and does not cover damage from student abuse. D&H will replace any defective product under warranty and will pay freight charges on shipping the replacement to the customer. The customer is responsible for freight on returning a defective product. Please call 1-800-340-1006 with your D&H invoice or packing list number before returning any product. D&H will fax a return authorization form which is required for the return of all products to D&H. Products returned without a return authorization will be refused back to the customer.

Warranty Policies

Product to be replaced with new if reported within	days	365 days
Product to be replaced with used/reconditioned units	Yes, No or N/A	No
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.

One year calculator warranty is valid only with D&H invoice. Warranty applies to manufacturer's defects only and does not cover damage from student abuse. D&H will replace any defective product under warranty and will pay freight charges on shipping the replacement to the customer. The customer is responsible for freight on returning a defective product. Please call 1-800-340-1006 with your D&H invoice or packing list number before returning any product. D&H will fax a return authorization form which is required for the return of all products to D&H. Products returned without a return authorization will be refused back to the customer.

Repair Policies (Non-warranty)

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

Please provide a brief summary of repair policies.

D&H does not offer any repairs. We will replace any defective calculator within one year of the purchase date.