

## Vendor Profile 2009

**Company Name: Ellison Educational Equipment Inc.**

	Legend	Respond in this column
<b>REMC Customers Can Expect...</b>		
(The following sections will be posted on the REMC Bid Web Site)		
<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	Yes
REMC specific Web page	Yes or No	No
Office hours (Eastern Time)	__AM to __ PM	9:30 AM to 7:00 PM
Demo/evaluation product available	Yes or No	No
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	N/A
<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	\$ or N/A	N/A
Required contract number	Yes or No	Yes
<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	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)	No
<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	30
Supply/Paper	days	n/a
Software	days	n/a
<b>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.</b>		
<p style="color: red;">Delivery terms for all orders are FOB ORIGIN/PREPAY AND ADD (freight fees are 6% of order total, minimum \$6.00 charge). Inside delivery only. Additional shipping charges may apply to the 76-slot storage carousel, Multi-purpose cart, cart accessories, and 60 slot wall rack. Any additional shipping and handling costs will be listed in the catalog next to the item price. Additional charges will apply to rushed items.</p>		
<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	Call for cost

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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	10
Full refund within	days	10
Method of refund	Refund/Voucher	Refund
Restocking fees	___% after ___ days	20% after 10 Days

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

Customer must contact returns department within ten (10) days of receiving order. Items must be in resellable condition. No returns accepted without a RA number. 20% restocking fee may apply to all returned items.

### Warranty Policies

Product to be replaced with new if reported within	days	10
Product to be replaced with used/reconditioned units	Yes, No or N/A	N/A
Vendor pays shipping	1-way, both ways, none	Both ways

**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.

The Ellison Prestige and RollModel machines comes with a lifetime warranty, excluding the cutting pad and bearing assembly. We promise that the machine will be free from defects in material or workmanship and, when used and maintained as directed in the instruction booklet, will function satisfactorily for its intended purpose of manually cutting out shapes from steel rule dies. Any improper or unintended usage will automatically void the warranty. There are no other express or implied warranties on the machines. Ellison's steel rule dies come with a 3-year warranty. We promise that the dies will be free of defects in material or workmanship and, when properly used and maintained as directed in the instruction booklet, will function satisfactorily for cutting out shapes in a lever-operated machine.

### Repair Policies (Non-warranty)

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

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

Ellison Educational Equipment offers repair services at a cost. Please contact the REMC representative for further information.