

## Vendor Service Profile 2007

**Company Name:** Gaylord Bros

**Completed by:** Jon Moretti

	Legend	Respond in this column
<b>REMC Customers Can Expect...</b>		
<b>Customer Communication</b>		
REMC customers can expect to communicate with one contact person dedicated to the REMC contract throughout the contract year.	Yes or No	YES
Customer service telephone number is toll-free	Yes or No	YES
Customer service fax number is toll-free	Yes or No	YES
Your web page includes REMC specific prices and specifications	Yes or No	Yes (By inserting the REMC discount code a customer could see the discounted price and specifications)
Office hours (Eastern Time)	__ AM to __ PM	8am - 7PM
Demo/evaluation product available	Yes or No	yes but limited
Will provide demonstration session for:		
REMC advisory council	Yes or No	YES
A school district	Yes or No	YES
A school building	Yes or No	YES
Response Time to voice mail or e-mail within 24 hours	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 without customer having to request notification	Yes or No	Yes providing an e-mail address is given
If no, order verifications will be sent upon customer request	Yes or No	Yes
New customer forms are required	Yes or No	No (Info taken over the phone or copied off PO)
P.O. errors are corrected by phone, fax or e-mail vs. U.S. mail	Yes or No	Yes
Summer deliveries coordinated with customer	Yes or No	Yes
Will your company accept procurement/credit cards as payment for REMC orders?	Yes or No	Yes
If yes, what is the maximum amount that can be charged?	\$ or Unlimited	Unlimited
What additional fees, if any, are charged for credit card orders?	\$, % or N/A	No fees are charged

<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	Specify \$\$ amount	Shipping will be included in product specific price quote. <b>Supply</b> items purchased off general catalog discount will be subject to shipping charges on orders under \$100. <b>Furniture</b> items will be charged shipping regardless of order value.
Is contract number required on orders?	Yes or No	Yes to insure accurate order processing
<b>Customers saw you exhibit at the following Michigan K-12 conferences in the 2005/06 school year:</b>		
MAEDS, October 5-7, 2005	Yes or No	<b>No</b>
MAME, November 9-11, 2005	Yes or No	<b>No</b>
MIEM, November 30- December 2, 2005	Yes or No	<b>No</b>
MACUL, March 8-10, 2006	Yes or No	<b>No</b>
MSBO, April 26-28, 2006	Yes or No	<b>No</b>
Other Michigan statewide K-12 conferences	Name(s)	<b>No</b>
<b>Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2006/07 school year:</b>		
MAEDS, October 18-20, 2006	Yes or No	<b>No</b>
MAME, October 25 - 27, 2006	Yes or No	<b>No</b>
MIEM, November 29-December 1, 2006	Yes or No	<b>No</b>
MACUL, March 14 - 16, 2007	Yes or No	<b>No</b>
MSBO, April, 2007	Yes or No	<b>No</b>
Other Michigan statewide K-12 conferences	Name(s)	<b>No</b>
<b>Delivery</b>		
Deliveries generally are drop-shipped by manufacturer	Yes or No	Varies on item. Gaylord inventories most supply items. Equipment and Furniture will most likely be drop-shipped
Only tailgate delivery for large items in excess of 70 pounds?	Yes or No	Yes customer may request a lift gate for heavier items. Additional charge would apply

Our delivery timelines from receipt of orders are as follows. Please answer on the line appropriate to the bid to which you are responding.		
Equipment delivery typically in x days	days	5 to 10
Supply/Paper delivery typically in x days	days	5 Days
Software delivery typically in x days	days	n/a
<b>Troubleshooting/Use/Set-Up Assistance</b>		
Phone assistance available	Yes, No or N/A	YES
Onsite after sales assistance available (no cost)	Yes, No or N/A	NO
Onsite assistance available at extra cost	Yes, No or N/A	YES
<b>Warranty Policies</b>		
Replaced with new if reported within x days	days or N/A	Varies on product
Replaced with used/reconditioned units even if the initial unit was new	Yes, No or N/A	Varies on product
Call tag issued for return of DOA items	Yes, No or N/A	Yes
<b>Please provide a brief summary of warranty policies</b>		
All manufacturer's warranties apply. Terms and conditions dependent on product and supplier.		
<b>Repair Policies</b>		
On-site repair service is provided by company or subcontractor in:		
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
<b>Return Policies</b>		
Call tag issued for company's incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned within x days	days	10
Credit for return policy (i.e. full refund up to x days)	days	30
Returns refunded or issued as credit for future purchases	Refund/Credit	Refund in most cases
Restocking fees (i.e. % charged after x days)	___% after ___ days	Varies on product. Gaylord does not charge unless we are charged by the drop ship supplier
<b>Please provide a brief summary of return policies:</b>		
<b>A return on inventoried items will be allowed for upto 30 days providing the items are undamaged and reusable. Returns on drop-ship or custom items vary depending on the individual circumstances and vendor policies.</b>		