

Vendor Profile 2009

Company Name: GBC

	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	Yes
REMC specific Web page	Yes or No	Yes
Office hours (Eastern Time)	__AM to __ PM	8:00am to 5:00pm
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	N/A
Vendor Conditions		
Minimum order to avoid a shipping charge	\$ or N/A	N/A
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	Yes
Other Michigan statewide K-12 conferences	Name(s)	No
Delivery		
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	5 to 7 Days A.R.O
Supply/Paper	days	3 to 5 Days A.R.O.
Software	days	N/A
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.		
Fedex, USF Holland, Overnight (additional charge determined by weight), Inside Delivery is determined by Freight Company and usually runs around \$35.00.		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	No
Onsite assistance at extra cost	\$ or N/A	\$150.00
Return Policies		
Vendor pays return shipping for incorrect shipment	Yes or No	No
Customer dissatisfaction with items can be returned	days	30
Full refund within	days	0
Method of refund	Refund/Voucher	Voucher
Restocking fees	__% after __ days	15%

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Please provide a brief summary of return policies:

Please follow the simple instructions printed on the reverse side of your packing slip to obtain a Return Merchandise Authorization(RMA) number and detailed return instructions before shipping your product. NO returns of any type will be accepted without an RMA number. All defective products will be accepted by GBC for credit, exchange or repair within 30 days of the invoice date. GBC is responsible for return freight on these items if applicable. All non-defective supply and non-installed equipment returns are subject to a 15% restocking fee and must be completed within 30 days of the date of the invoice. Customer is responsible for return freight on these items. Non-defective installed equipment returns will not be accepted. All custom-made product sales are final and are not eligible for return. Type entire response in this cell. All text will be evaluated, even if it is not visible when printed. Non-responses and references to attachments, web sites or other documents are not acceptable and will receive no points.

Warranty Policies

Product to be replaced with new if reported within	days	0
Product to be replaced with used/reconditioned units	Yes, No or N/A	Yes
Vendor pays shipping	1-way, both ways, none	none

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.

GBC warrants that the GBC product is free from defects in workmanship and material under normal use and service. This warranty is limited to repair or replacement at GBC's option. This warranty shall be void if the product has been misused, damaged by neglect, or serviced by anyone other than GBC's authorized agent. Laminator warranties vary by model. Warranties may be 90 Days, 1 Year and 1 Year Limited. Extended Maintenance Agreements are available for an additional charge and vary by model and age of the equipment.

Repair Policies (Non-warranty)

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

Please provide a brief summary of repair policies.

Call into GBC's 800 number and a reply can be expected within 24 business hours and our Service Tech will be on site within 48 business hours.