

## Vendor Profile 2009

**Company Name: Highsmith**

	Legend	Respond in this column
<b>REMC Customers Can Expect...</b>		
<i>(The following sections will be posted on the REMC Bid Web Site)</i>		
<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	8:00 am to 6:00 pm
Demo/evaluation product available	Yes or No	Yes
Product demonstration sessions upon request	Yes or No	No
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, Please request when ordering
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	N/A
<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	\$ or N/A	\$50.00
Required contract number	Yes or No	Yes 239935/238222
<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	10-45 Days
Supply/Paper	days	7-10 Days
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>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.</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	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	60
Full refund within	days	180
Method of refund	Refund/Voucher	Refund/Credit
Restocking fees	__% after __ days	See Below

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

We want every customer to be completely satisfied with a purchase from Highsmith. If you are not, please contact us immediately to report any shortage, damage, or discrepancy. Our customer service staff will work with you to review your claim and arrange for a prompt refund, credit, or replacement. Return authorization and call tags will be issued as needed. Within six months of purchase, stock items may be returned, unused and in the original packaging. Return shipping and handling charges may apply. Non stock returns may also be subject to restocking fees as assessed by the supplier. Requests to return items after six months of purchase will be considered on an individual basis. Restocking fees and return shipping charges may apply. The guarantee on some technology and custom manufactured products may be limited solely to the manufacturer's warranty and return policy.

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

Highsmith will honor all manufacturer warranties. Highsmith shall not be liable for any incidental or consequential damages of any kind or nature and all such damages, including claims for lost income or lost profits are excluded.

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.**

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.