

## Vendor Profile 2009

**Company Name: Hi-Tech System Service, Inc.**

	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	Yes
Office hours (Eastern Time)	__AM to __ PM	8AM to 5PM
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
<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	3%
<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	\$ or N/A	\$50.00
Required contract number	Yes or No	No
<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	Yes
MAME, November 5-7, 2008	Yes or No	No
MACUL, March 18-20, 2009	Yes or No	Yes
MSBO, April, 2009	Yes or No	Yes
Other Michigan statewide K-12 conferences	Name(s)	REMC Inservice, MI-GMIS,MPPOA,MIEM Regional Shows
<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	1-7 Days
Supply/Paper	days	1-7 Days
Software	days	1-7 Days
<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>Hi-Tech offers many shipping options for our clients. UPS, FedEx, and various trucking companies are a few of the available shipping options. We can also offer our clients express shipping next business day, second day, lift gate, inside delivery, etc. All the express shipping and life gate options will come at an additional shipping cost regardless of the size of the order. The cost for such services will be determined at the time of the order and presented to the client for approval. Standard UPS Ground orders less then \$50.00 will also be charged shipping. Standard UPS Ground orders greater then \$50.00 will be free to the client.</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	Yes

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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	Yes
Full refund within	days	1-7 Days
Method of refund	Refund/Voucher	Credit/Refund Customer Choice
Restocking fees	___% after ___ days	12% after 15 days

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

Hi-Tech System Service, Inc. will honor a return/credit of products within 15 days from the delivery date. All products returned must be in unopened original manufacturer's packaging free of any defects. Return/credit will not be issued to the client if the above criteria are not met. All returns are subject to a 12% restocking fee. Restocking fees will not be applied to clients who have products that are DOA or have received a shipment in which Hi-Tech has made an error. Hi-Tech System Service, Inc. reserves the right to decide if opened non-defective products may or may not be returned. This will be handled on a case by case basis with each client.

To return a product, please do the following:

- 1.) Contact Hi-Tech's RMA department at (866) 326-9090 ext.230 or at mrickman@hitech-online.com. Please have your purchase order number, order date, invoice number, product number, and reason for return ready at the time of the call. The client will obtain a Return Material Authorization (RMA) number. RMA'S are valid for 10 business days from the date of issuance.

### Warranty Policies

Product to be replaced with new if reported within	days	1-7 Days
Product to be replaced with used/reconditioned units	Yes, No or N/A	No
Vendor pays shipping	1-way, both ways, none	Both

**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.

Hi-Tech System Service, Inc. passes on all manufacturers warranties to our clients. In addition to the manufacturer's warranty, Hi-Tech offers additional warranty services on a product by product basis. Warranty policies differ from one manufacturer to another. Hi-Tech will follow the warranty procedures for each individual manufacturer. Hi-Tech is a warranty authorized service center for most of the products we sell. Any warranty issues should be handled through Hi-Tech's "Service/Support Department" which can be reached at (810) 326-9000 ext. 203 or via email at service@hitech-online.com.

### 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.**

Hi-Tech System Service, Inc. offers both on-site and depot repair on all products it sells. These service options are available to the entire state of Michigan. Manufacturer warranties determine if the products is to be repaired or replaced, depot or onsite. This varies from product to product and manufacturer to manufacturer. Hi-Tech will honor all manufacturer warranties for the entire length of the contract. Additional services over and about the warranty are available to the client. These services would be billable and negotiated at the time the service request was placed.