

Vendor Service Profile 2007

Company Name: Hi-Tech System Service

Completed by: Jay St.James

| | Legend | Respond in this column |
|---|---------------------|--|
| REMC Customers Can Expect... | | |
| Customer Communication | | |
| 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 |
| Office hours (Eastern Time) | __AM to __ PM | 8AM-5PM |
| Demo/evaluation product available | Yes or No | Yes |
| 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 |
| Order Verification, Billing, and Customer Account information | | |
| Order verifications will be sent within 24 hours of receipt of the order without customer having to request notification | Yes or No | No |
| If no, order verifications will be sent upon customer request | Yes or No | Yes |
| New customer forms are required | Yes or No | No |
| 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 | None |
| Vendor Conditions | | |
| Minimum order to avoid a shipping charge | Specify \$\$ amount | \$50.00 |
| Is contract number required on orders? | Yes or No | No |
| Customers saw you exhibit at the following Michigan K-12 conferences in the 2005/06 school year: | | |
| MAEDS, October 5-7, 2005 | Yes or No | No |
| MAME, November 9-11, 2005 | Yes or No | Yes |
| MIEM, November 30- December 2, 2005 | Yes or No | Yes |
| MACUL, March 8-10, 2006 | Yes or No | Yes |
| MSBO, April 26-28, 2006 | Yes or No | Yes |
| Other Michigan statewide K-12 conferences | Name(s) | MAGCU, Skyward, MPPO A, Oakland Schools Power UP |
| Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2006/07 school year: | | |
| MAEDS, October 18-20, 2006 | Yes or No | Yes |
| MAME, October 25 - 27, 2006 | Yes or No | Yes |
| MIEM, November 29-December 1, 2006 | Yes or No | Yes |
| MACUL, March 14 - 16, 2007 | Yes or No | Yes |
| MSBO, April, 2007 | Yes or No | Yes |
| Other Michigan statewide K-12 conferences | Name(s) | MAGCU, Skyward, MPPO A, Oakland Schools Power UP |

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| Delivery | | |
| Deliveries generally are drop-shipped by manufacturer | Yes or No | Yes |
| Only tailgate delivery for large items in excess of 70 pounds? | Yes or No | No |
| 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 | 1-7 Days |
| Supply/Paper delivery typically in x days | days | 1-7 Days |
| Software delivery typically in x days | days | 1-7 Days |
| Troubleshooting/Use/Set-Up Assistance | | |
| Phone assistance available | Yes, No or N/A | Yes |
| Onsite after sales assistance available (no cost) | Yes, No or N/A | Yes |
| Onsite assistance available at extra cost | Yes, No or N/A | Yes |
| Warranty Policies | | |
| Replaced with new if reported within x days | days or N/A | 10 Days |
| Replaced with used/reconditioned units even if the initial unit was new | Yes, No or N/A | Yes |
| Call tag issued for return of DOA items | Yes, No or N/A | Yes |
| Please provide a brief summary of warranty policies | | |
| <p>Hi-Tech passes on all manufactures warranties to our clients. In addition to the manufacturer's warranty, Hi-Tech offers additional warranty services on a product ny product basis. Warranty policies differ from one manufacturer to another. Hi-Tech will folllow the warranty procedures for each individual manufacturer. Hi-Tech is a warranty authorized service center for most products we sell. Any warranty issues should be handled through Jay St.James @ 866-920-9100.</p> | | |
| Repair Policies | | |
| 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 |
| Return Policies | | |
| Call tag issued for company's incorrect shipment | Yes or No | Yes |
| Customer dissatisfaction with items can be returned within x days | days | 10 Days |
| Credit for return policy (i.e. full refund up to x days) | days | 10 Days |
| Returns refunded or issued as credit for future purchases | Refund/Credit | Refund or Credit is available |
| Restocking fees (i.e. % charged after x days) | __% after __ days | 15% after 15 days |
| Please provide a brief summary of return policies: | | |
| <p>Clients must obtain a Return Material Authorization ("RMA") number from Hi-Tech for all returns. Clients must specify if the return is for credit or replacement. RMA's will be issued by Hi-Tech RMA Department only. The RMA Department will have sole discretion over the issuance of such RMA's. RMA's are valid for 10 business days from the date of issuance. The client is responsible for returning the product to Hi-Tech and ensuring the RMA number is clearly visible on the package. If you have any further question contact Jay St.James @ 866-920-9100.</p> | | |