

Vendor Profile 2009

Company Name: JEM Computers, Inc.

	Legend	Respond in this column
REMC Customers Can Expect... (The following sections will be posted on the REMC Bid Web Site)		
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	No
REMC specific Web page	Yes or No	Yes
Office hours (Eastern Time)	__AM to __ PM	8:00 a.m. - 5:00 p.m.
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	\$100.00
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	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	No
Other Michigan statewide K-12 conferences	Name(s)	Oakland Schools & REMC
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	5-7 days
Supply/Paper	days	3-5 days
Software	days	3-5 days
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.		
Delivery options include, UPS, Fed-Ex, US Mail, various truck lines and delivery depending on destination.		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	yes
Onsite assistance at no cost	Yes or No	yes
Onsite assistance at extra cost	\$ or N/A	yes
Return Policies		
Vendor pays return shipping for incorrect shipment	Yes or No	yes
Customer dissatisfaction with items can be returned	days	21 days
Full refund within	days	30 days
Method of refund	Refund/Voucher	Credit
Restocking fees	__% after __ days	Please see below

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Please provide a brief summary of return policies:

JEM Computers, Inc. will honor a return within 30 days of receipt for factory sealed in the original manufacturer's packaging and defective products. Please do not write address or RA # on the outside of the original boxes, as the product needs to be in resalable condition in order to receive credit. JEM Computers reserves the right not to issue credit if the returned item does not meet these conditions. Returns are subject to a minimum 15% restocking charge. A restocking fee will not be charged for a DOA item or an item shipped in error by JEM or the manufacturer. For any opened and non-defective products, JEM Computers has a no return policy.

Warranty Policies

Product to be replaced with new if reported within	days	7 days
Product to be replaced with used/reconditioned units	Yes, No or N/A	Depends on Manufacturer
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.

JEM honors all manufacturers warranties. For example, if a warranty expires in 2 years, JEM will offer extended warranties to customers on certain products at additional charges. For the products we responded to in this bid, JEM put the manufacturers standard warranty and did prices for extensions on warranties, where applicable and where extended warranty pricing was provided.

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.

Covered under manufacturers warranty and/or sent back to manufacturer for repair and shipped back to end user.