

Vendor Profile 2009

Company Name: Lightspeed Technologies, Inc.

	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	No
REMC specific Web page	Yes or No	Yes
Office hours (Eastern Time)	__AM to __ PM	8:00 am to 5:00 pm
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	\$0.00
Required contract number	Yes or No	Yes
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	Yes
MSBO, April, 2009	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	MAC, MEMPSA, MAPSA
Delivery		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	
Delivery timelines from receipt of orders		
Equipment	days	14 days
Supply/Paper	days	N/A
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.		
Lightspeed provides delivery options via UPS Ground for small orders. We contracts out to Yellow Freight for tailgate and large order deliveries. We offer FREE shipping [Ground only] for REMC contract. For Overnights deliveries, Customer have to pay the difference in shipping charges.		
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	\$0
Return Policies		
Vendor pays return shipping for incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	30 days
Full refund within	days	30 days

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Method of refund	Refund/Voucher	Refund/Credit
Restocking fees	___% after ___ days	15% after 30 days

Please provide a brief summary of return policies:

Any product may be returned within 30 days from purchase date for a full refund of the purchase price, provided product is in "like new" condition. The process for returning for credit is as follows:

- a. Call LightSPEED for a return authorization (RA) number.
- b. Upon receipt of number, send in product with RA number written clearly on the outside of the box.
- c. Upon receipt of product in "like new" condition, LightSPEED will issue credit for the purchase price. Freight will not be credited or refunded.
- d. If product is not in "like new" condition, LightSPEED will deduct an appropriate amount, upon LightSPEED's best judgment regarding damage to the product.
- e. If outside of the 30 days from purchase date, a customer may return product with a 15% restock fee, if product is in "like new" condition.

Warranty Policies

Product to be replaced with new if reported within	days	30 days
Product to be replaced with used/reconditioned units	Yes, No or N/A	No

WARRANTY INFORMATION - Classroom Audio Systems Warranty (This includes the REDCAT, 820iR, 850iR, 880iR, 800iX, FP 100 and 705iR Classroom Audio Systems) Lightspeed Classroom Audio Systems are guaranteed against malfunction due to defects in materials and workmanship for a period of FIVE (5) YEARS, beginning at the date of the purchase invoice. If such malfunction occurs, the product will be repaired or replaced (at Lightspeed's option) without charge during the period.

1. Warranty on infrared microphones is FIVE (5) YEARS.
2. Warranty on Lightspeed NiMH rechargeable batteries is one (1) year.
3. Prepaid shipping label provided by Lightspeed for warranty repairs within the U.S. Customers outside the U.S. should refer to the Lightspeed website (www.lightspeed-tek.com) for warranty repair instructions.
4. Warranty does not extend to finish, appearance items, or malfunctions due to abuse or operation other than specified conditions, nor does it extend to incidental or consequential damages. Repair by other than Lightspeed or its authorized service agencies will void this guarantee. Information on authorized service agencies is available from Lightspeed Technologies, Inc.

Delta X6 Warranty - Lightspeed Technologies DELTA X Series products are warranted to be free from defects in materials and workmanship for the per

1. The product must have been purchased direct from Lightspeed or from an authorized reseller.
2. Lightspeed Technologies must perform all warranty service. Any service performed without the authorization of Lightspeed Technologies will void the
3. This warranty does not cover any product that has been subjected to negligent use, connecting to improper power source, misuse, or operated beyo
4. Warranty shall not apply to alkaline batteries, exterior finish, AC power cords, bulbs, or any other failings due to normal wear.
5. Warranty is void when equipment is subjected to adverse temperature, humidity, moisture, or other conditions that are not considered normal enviroi
6. Third party microphones and accessories shall be under the original manufacturer's warranty.
7. This warranty excludes all damages or defects caused by shipping, transporting, or inadequate packaging for shipment.
8. Prepaid shipping label provided by Lightspeed factory or an authorized warranty service center.

The warranty period for each system and component type is listed below:

- Delta X6: SIX (6) YEARS from the date of original purchase
- RF Wireless Transmitters and Receivers: THREE (3) YEARS from date of purchase
- Lead-acid Batteries: TWO (2) YEARS from date of purchase
- Lightspeed NH1 AA rechargeable batteries: ONE (1) YEAR from date of purchase
- Microphones and case: ONE (1) YEAR from date of purchase

300 Series Warranty (includes the LES 370, LES 391, BTS, PTS Personal FM and Translation Systems)

The LES 300 Series and Translation system products are guaranteed against malfunctions due to defects in materials and workmanship for a period of

1. Warranty on Lightspeed NH1 AA rechargeable batteries is one (1) year.
2. Prepaid shipping label provided by Lightspeed factory or an authorized warranty service center for warranty repairs.
3. Warranty does not extend to finish, appearance items, or malfunctions due to abuse or operation other than specified conditions, nor does it extend t

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

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Metro Detroit (Wayne, Oakland, Macomb Counties)

Yes, No or N/A

Yes

Please provide a brief summary of repair policies.

Our Promise:

Our first priority is to repair products under warranty. Our goal is to evaluate, repair and ship all warranty items within 48 hours of receipt. Customers wishing the speediest repairs will contact LightSPEED prior to sending in items for service. At this time a technician can often troubleshoot and resolve customer issues by telephone, saving you the inconvenience of returning the products to us. If the product does in fact require service work, your call and receipt of a return authorization number (RA) speeds our handling of your system. LightSPEED can sometimes provide a replacement item prior to receiving the non-working item back for repair. Please see our Advance Replacement program details.

Service Priorities:

1. No-Hassle Warranty and Extended-Warranty items. These items are placed in the "front of the line," repaired and shipped within 48 hours. Prepaid shipping labels are provided for these customers within the warranty.
2. "Rush Delivery" items. Items sent to LightSPEED for service by rush delivery (Federal Express, UPS Red, Blue or Orange) are also given a priority status in Service. These items will be repaired and shipped within 48 hours.
3. Other warranty items will be evaluated and usually repaired and shipped within 48 hours.
4. Non-warranty items will be evaluated within 48 hours. During this time the customer will be contacted with an estimated cost.

Charges:

5. A purchase order or credit card number must be received prior to doing "For Charge" service work.
6. "For Charge" work will be completed as quickly as possible, usually within 48 hours of receipt of a hard copy of the purchase order or credit card number.
7. There is a \$35.00 minimum repair charge for non-warranty repairs.
8. New, additional items purchased through the Service Department will be charged shipping and handling; replacement purchase items will not. For ex

Advance Replacements:

9. Advance Replacements can be provided for items received at the customer's location less than 30 days ago that are defective. Please call LightSPEED
10. LightSPEED provides a prepaid return shipping label with all Advance Replacements of defective items in order for you to send back the non-workin

Shipping & Receiving:

11. Items received by LightSPEED for service in its original box, will be returned to you in that same box. If items are received in other packaging, we w
12. Items will be return shipped under the same priority that they were received. (ie. UPS Red will be returned UPS Red.)
13. Items received without a Return Authorization (RA) number will be accepted, but repairs are often delayed by difficulties contacting school represen

Tuning & Testing:

14. Products shipped from the Service department shall be tested to the best of our ability in the same manner in which they are tested new.