

Vendor Profile 2009

Company Name: Macprofessionals

	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	8:30am-5:00pm
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	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	3% Amex Only
Vendor Conditions		
Minimum order to avoid a shipping charge	\$ or N/A	\$40.00
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	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	Yes
Other Michigan statewide K-12 conferences	Name(s)	MASA, MASB, MEMSPA, MASPA
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	15-30 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.		
Standard shipping charges are included in the price of the equipment bid. Equipment will be drop ship to a district designated location with in 15-30 business days of the order. If inside delivery or tailgate delivery is required it should be stated clearly on the PO. Either shipping requests will cost an additional \$35 per Activboard. Rush delivery available to be quoted on request.		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	No
Onsite assistance at extra cost	\$ or N/A	\$145/hr
Return Policies		
Vendor pays return shipping for incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	10 Days

Vendor Profile 2009

Company Name: Macprofessionals

Full refund within	days	10 Days
Method of refund	Refund/Voucher	Refund
Restocking fees	___% after ___ days	%15 after 10 Days

Please provide a brief summary of return policies:

Incorrect shipment of products will be issued a call tag for return to the distributor. If a client is not happy for any reason with the equipment the products can be returned with in 10 days for a full refund if all items are complete, non damaged and in full working order. Installation cost incurred will not be refunded. Equipment returns will be accepted after 10 days and before 60 days from the date of purchase only if all items are complete, non damaged and in full working order for a %15 restocking fee and shipping costs to return the equipment will be the responsibility of the client.

Warranty Policies

Product to be replaced with new if reported within	days	5 Days
Product to be replaced with used/reconditioned units	Yes, No or N/A	Yes
Vendor pays shipping	1-way, both ways, none	both ways

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.

PROMETHEAN LIMITED WARRANTY PERIOD AND SCOPE OF COVERAGE

The Promethean ACTIVboard is covered by a limited Return-to-Base warranty for a period of three (3) years. All other promethean products included with the ACTIVboard are covered by a one (1) year Return-to-Base warranty. All warranty periods commence on the date of shipping the product in question from Promethean's US warehouse. Note: Installation of Promethean ACTIVboards (wall-mounted) by a Certified Promethean Installer entitles the customer to an additional 2 years of warranty. During the Limited Warranty period, Promethean will repair, or at its discretion replace, the faulty item with new or refurbished parts.

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.

Repair policys for equipment not covered under Prometheans manufacturer warranty can be routed through Macprofessionals directly by calling 248-893-0738 Monday - Friday 8:30am - 5:00pm. Our technical support team will diagnose the repair and give the client a firm quote for parts and labor.