

## Vendor Profile 2009

**Company Name: Precision Data Products, 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	No
REMC specific Web page	Yes or No	Yes
Office hours (Eastern Time)	__AM to __ PM	8am to 6pm
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 Summer In-Service, REMC Technology Showcase, Oakland Schools Educational Technology Conference
<b>Delivery</b>		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	No
Delivery timelines from receipt of orders		
Equipment	days	1-3 Days
Supply/Paper	days	1-3 Days
Software	days	1-3 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>		
Various delivery options are available UPS, Fedex, DHL, USF Holland ect on all FOB delivered orders Precision Data Products will choose the best method to use to deliver on a timely manner. Inside delivery is available at an additional charge, cost will be determined by product.		
<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	30 Days
Full refund within	days	30 Days
Method of refund	Refund/Voucher	Voucher
Restocking fees	___% after ___ days	15% after 31 days

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

Contact Precision Data Products for a RMA (return material authorization) number. You must provide the invoice or packing slip number, document date, serial number if applicable, description of goods and reason for return. Include a copy of the original invoice or packing slip with the return. Write the RMA number on the outside of the shipping box and the mailing label. Include a complete and detailed description of the problem. Goods returned must be received by Precision Data Products within 10 days from issuance of the RMA number and in like new condition in original packaging. All manuals, cables and accessories originally shipped must accompany the return unless otherwise agreed upon. On-site repair is available at an additional cost determined by both the end user and Precision Data Products. All instructions for return, along with an online return form is on our website, [www.precision.com/remc](http://www.precision.com/remc), then go to return. Precision Data Products will issue RMA's for supply goods purchased within 60 days (some hardware returns must be issued an RMA with in 25 days) provided the following criteria are met: Due to restrictions set by man

### Warranty Policies

Product to be replaced with new if reported within	days	1-29 Days
Product to be replaced with used/reconditioned units	Yes, No or N/A	No
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.

Precision Data Products warranty policy: In order to obtain service on any goods, you must first obtain a return merchandise authorization number (RMA number) from Precision Data Products and the goods must be returned within 10 days from issuance of the RMA number. Precision Data Products will have an online RMA form to fill out to assist with the return process; this form is located on our website [www.precision.com/remc](http://www.precision.com/remc), then go to return. Precision Data Products will have links provided for all manufactures that are awarded and their specific warranty policies. A majority of the items bid the manufactures all have an online return policy for repair or replacement along with their own specific rules and guidelines. Tech support from the various manufactures will also be posted on the website. All manufacture warranty is applied, additional warranty extensions can be made for an additional cost. These costs for various products will be posted on the website (i.e. warranty ext. for up to 3 years) first year included with the normal warranty you can purchase an additional two years for a cost.

### 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.**

Precision Data Products repair policy: In order to obtain service on any goods, you must first obtain a return merchandise authorization number (RMA number) from Precision Data Products and the goods must be returned within 10 days from issuance of the RMA number. Precision Data Products will have an online RMA form to fill out to assist with the return process; this form is located on our website [www.precision.com/remc](http://www.precision.com/remc), then go to return. Precision Data Products will have links provided for all manufactures that are awarded and their specific warranty policies and cost. A majority of the items bid the manufactures all have an online return policy for repair or replacement along with their own specific rules and guidelines. Tech support from the various manufactures will also be posted on the website. All manufacture warranty is applied, additional warranty extensions can be made for an additional cost. These costs for various products will be posted on the website (i.e. warranty ext. for up to 3 years) first year included with the normal warranty you can purchase an additional two years for a cost.