

## Vendor Profile 2009

**Company Name: Renaissance Learning, Inc.**

|  | Legend        | Respond in this column                           |
|--|---------------|--|
| <b>REMC Customers Can Expect...</b><br>(The following sections will be posted on the REMC Bid Web Site)  |               |  |
| <b>Customer Communication</b>  |               |  |
| One primary point of contact   | Yes or No     | Yes-Kay Shearin                                  |
| Toll free Customer Service telephone number  | Yes or No     | Yes-(866) 558-8451                               |
| Toll free Customer service fax number  | Yes or No     | No - (214) 596-9280                              |
| REMC specific Web page   | Yes or No     | No   |
| 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 - 24 to 48 hours                             |
| <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     | No   |
| 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 - VISA, Mastercard, or Discover              |
| Additional fees are charged for procurement/credit card orders   | \$, % or N/A  | N/A  |
| <b>Vendor Conditions</b>   |               |  |
| Minimum order to avoid a shipping charge   | \$ or N/A     | N/A  |
| Required contract number   | Yes or No     | Yes - 2009MI-REMC                                |
| <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     | 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)       | MAPSA, November 3-4, 2008 MRA, March 14-16, 2009 |
| <b>Delivery</b>  |               |  |
| 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          | 7-10 business days after receipt of order        |
| Supply/Paper   | days          | Not applicable                                   |
| Software   | days          | Not applicable                                   |
| <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>  |               |  |
| Standard shipping is UPS Ground or Freight Standard Outbound. Special Delivery Options are Next Day Air: Add to total 7.5% of order total with a minimum of \$75.00. Second Day Air: Add to total 6.25% of order total with a minimum of \$65.00. Special delivery charges may be assessed for Inside Delivery and Delivery with Stairs for AlphaSmart products. |               |  |
| <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     | Day 1 = \$3,000<br>Day 2 = \$1,500               |

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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      | Refund                 |
| Restocking fees                                     | ___% after ___ days | Refer to summary below |

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

All unopened, undamaged hardware merchandise may be returned or exchanged at no charge during the first thirty days after invoice date. All products, including hardware may be returned or exchanged at no charge during the first thirty days after the invoice date. All hardware products may be returned or exchanged between thirty-one and sixty days after the invoice date, however, a \$25 restocking fee per return occurrence per invoice will apply. If a customer returns all of the items or one of the items on the invoice, the same \$25 restocking fee will apply. Renaissance Learning does not accept returns or exchanges more than sixty days after the invoice date. Renaissance Learning will repair or replace user-damaged hardware for a nominal charge plus processing and shipping feeds. Please refer to the Warranty Information below.

### 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      |
| Vendor pays shipping                                 | 1-way, both ways, none | 1-way   |

**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.

For NEO 1 and NEO 2: Renaissance Learning, Inc. warrants NEO 1 and NEO 2 keyboards and displays to be free from defects in materials and workmanship for a period of three years from the date of original purchase. For rechargeable devices, Renaissance Learning, Inc. warrants the rechargeable battery to be free from defects for 90 days from the date of original purchase. During this period, if a defect should occur, Renaissance Learning, Inc. will, at its option, repair or replace NEO 1 or NEO 2 at no charge to you, provided that it is returned during the warranty period to Renaissance Learning, Inc. This warranty does not apply if the NEO 1 or NEO 2 unit has been damaged by accident or abuse, modified without the written permission of Renaissance Learning, Inc., or if identifying marks (including serial numbers) or seals have been removed or defaced. There are no other warranties, express or implied. Renaissance Learning, Inc. accepts no responsibility for consequential damages, including, but not limited to, loss of profit or benefits. For Dana: Renaissance Learning, Inc. warrants the Dana keyboard and display to be free from defects in materials and workmanship.

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### Repair Policies (Non-warranty)

| On-site repair service is provided by company or subcontractor in: |                |     |
|--|----------------|-----|
| Upper Peninsula  | Yes, No or N/A | N/A |
| Lower Peninsula (except Wayne, Oakland, Macomb Counties)           | Yes, No or N/A | N/A |
| Metro Detroit (Wayne, Oakland, Macomb Counties)                    | Yes, No or N/A | N/A |

### Please provide a brief summary of repair policies.

When you initially encounter a problem with your AlphaSmart, first search the Knowledge Base (<http://support.renlearn.com/techkb/>). If an article that provides a resolution cannot be found, then contact the tech department at (888) 274-2720 and they will walk through the problem with you over the phone. You can also email technical support at [support@renlearn.com](mailto:support@renlearn.com). **(Note: 80 percent of all problems can be solved by email/phone troubleshooting procedures.)** If after troubleshooting it is determined the unit needs to be returned to the factory for repair, it must be assigned an RMA (Return Material Authorization) number before it is returned. An RMA number will be assigned by a technical support representative when they conclude the resolution is for the unit to be sent in for repair. Only the Renaissance Learning, Inc. office can assign RMA numbers. If an AlphaSmart is returned without an RMA number, it will delay its repair and increase the chance that it can become lost. **(Note: Renaissance Learning, Inc. will not be responsible for units returned without an RMA number.)** Instructions for packaging: 1) Write the RMA number on the outside of the box along with th