

Vendor Profile 2009

Company Name: School Specialty

	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 (888-388-3224)
Toll free Customer service fax number	Yes or No	Yes (888-388-6344)
REMC specific Web page	Yes or No	Yes
Office hours (Eastern Time)	__AM to __ PM	8am-5pm
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	N/A
Vendor Conditions		
Minimum order to avoid a shipping charge	\$ or N/A	\$50.00
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	No
MSBO, April, 2009	Yes or No	Yes
Other Michigan statewide K-12 conferences	Name(s)	MIEM, MCTM, MEMSPA, MAEA, SKYWARD, REMC summer conference
Delivery		
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	15-30 days
Supply/Paper	days	1-3 days
Software	days	1-3 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.		
<p>Most in-stock orders ship within 24 hours and are delivered to you within 1-3 business days. Please allow an additional 1-3 days in the summer. Truck shipments may take longer. When specifying ship dates, please specify only weekdays. Ordering options include: rush overnight delivery (additional charge may apply), future delivery dates, specific delivery dates, free delivery, inside delivery and tailgate delivery.</p>		
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	N/A
Return Policies		

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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	0%

Please provide a brief summary of return policies:

Contact Customer Care within 30 days of shipment. 2. Repack items in the original shipping carton. 3. Include a copy of your packing list, invoice and details about what you're returning, why and by whom. Include order and P.O. numbers for proper credit. Ultimate Guarantee! Unused merchandise not meeting your complete satisfaction may be returned in its original packaging. If returns are due to our error, we will pay for return shipping and any other charges applicable. If an item is being returned for any other reason, you will be required to pay the cost of return shipping and any additional charges (i.e. restocking fees).

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	N/A
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.

School Specialty Education Essentials supports all manufacturer warranty policies. School Smart warranty - Satisfaction Guaranteed! Each School Smart product will meet your expectations or we'll replace it with another leading brand - Guaranteed.

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.

Repair policies are that described by the manufacturer.