

Vendor Profile 2009

Company Name: Scott Electric

	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	Yes
REMC specific Web page	Yes or No	No
Office hours (Eastern Time)	__AM to __ PM	8AM to 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	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	N/A
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	Yes
MACUL, March 18-20, 2009	Yes or No	No
MSBO, April, 2009	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	REMC RegionalTechnology Showcase, Various Educational Tech Conferences
Delivery		
Rush delivery options available at additional cost.	Yes or No	Yes-no additional cost
Deliveries are drop-shipped by manufacturer	Yes or No	No
Delivery timelines from receipt of orders		
Equipment	days	N/A
Supply/Paper	days	2
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.		
Scott Electric ships orders via UPS. Normal delivery time is (2) days ARO. However, if there is a situation in which a customer needs an item next day, Scott Electric will ship UPS Next Day at no charge.		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	N/A
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	365
Full refund within	days	365
Method of refund	Refund/Voucher	Usually voucher
Restocking fees	___% after ___ days	0

Please provide a brief summary of return policies:

If an item is damaged or defective, just notify us and we will issue a UPS Pick-Up. A new item will be shipped or the account will be credited. If the customer desires a refund, Scott Electric will honor that request.

Warranty Policies

Product to be replaced with new if reported within	days	365
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.

If an item is damaged or defective, just notify us and we will issue a UPS Pick-Up. A new item will be shipped or the account will be credited. If the customer desires a refund, Scott Electric will honor that request.

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.

N/A