

Vendor Profile 2009

Company Name: Sehi Computer Products, Inc.

	Legend	Respond in this column
REMC Customers Can Expect... (The following sections will be posted on the REMC Bid Web Site)		
Customer Communication		
One primary point of contact	Yes or No	Yes
Toll free Customer Service telephone number	Yes or No	800-233-7344
Toll free Customer service fax number	Yes or No	Yes
REMC specific Web page	Yes or No	Yes
Office hours (Eastern Time)	__AM to __ PM	8:30 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
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	Upon Request
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% charge if order is under 500
Vendor Conditions		
Minimum order to avoid a shipping charge	\$ or N/A	\$5.00 if under \$500
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	Yes
MAME, November 5-7, 2008	Yes or No	Yes
MACUL, March 18-20, 2009	Yes or No	Yes
MSBO, April, 2009	Yes or No	Yes
Name(s): Other Michigan statewide K-12 conferences: MACUL (Major Sponsor), MSBO (Major Sponsor), MAEDS, MASA, MIEM (support and technology), MANS, MEMSPS, MAME, MASB, MASPA, MAPSA, MITES, Michigan NAEB Locals, MAISA In-Service, Wayne RESA Show, MISD, IT in the UP, *** Plus two quarterly Lunch and Learns at MI ISDs, and various vendor fairs in both K12 and post-secondary markets. ii. Government Focus, GMIS (formerly MAGCU-Government), MML, MPPOA, iii. Library Focus, MLA		
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	10 days to 2 weeks
Supply/Paper	days	3 to 7 days
Software	days	3 to 7 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 style="color: red;">Sehi will drop ship items from the distributor or manufacturer where possible to insure quick delivery at no cost to the customer provided that the purchase meet the minimum purchase requirement.</p> <p style="color: red;">Sehi provides free, insured storage for volume purchases. For volume purchases Sehi maintains two delivery trucks for "Just in Time" delivery and provide liftgate service on one of our delivery vehicles.</p>		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	Yes

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Onsite assistance at extra cost	\$ or N/A	Yes
Return Policies		
Vendor pays return shipping for incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	Yes-Up to 30 days or on a case by case basis
Full refund within	days	Yes-Up to 30 days or on a case by case basis
Method of refund	Refund/Voucher	Voucher
Restocking fees	___% after ___ days	15% after 30 days

Please provide a brief summary of return policies:

Stock Balancing (return of non-DOA/Defective product)
RMA Criteria
 You may be able return products to SEHI Computer Products purchased from us within the previous 20 days provided the following criteria are met:

- Prior to shipping, you requested and received an RMA number from SEHI Computer Products Customer Service. Please see our Shipping Requirements section for more information.
- SEHI Computer Products RMA numbers will expire after 10 calendar days from issuance. Any product(s) received after the SEHI Computer Products RMA number expires will be considered as overgoods. Please see our Overgoods section for more information.
- The product is in resalable condition and is not damaged.
- The product is returned in its original manufacturer's packaging. Unauthorized products will be considered as overgoods.
- Restocking fee's will not exceed 15% of original purchase price
- Exceptions to this policy will be determined on a case by case basis at the discretion of SEHI Computer Products.

Please note: SEHI Computer Products strives to take a common sense approach to all return policies and attempts to minimize the fee's, red tape and hassle involved in all return transactions, when ever possible. SEHI Computer Products will be responsible for freight charges for all approved DOA/Defective product returns:

DOA/Defective products purchased from SEHI Computer Products within the previous 20 days may be returned provided the following criteria are met. If you receive defective product, contact our Customer Service Department to request a RMA number:
 Phone: 800/233-7344 – Ext 217 Fax: 248/299-1598 E-Mail: donna@sehi.com

SEHI Computer Products reserves the right to test all returned defective and DOA products. If a product is found not to be defective, it may be considered a Return Merchandise Authorization (RMA) number.

Packaging Returns

- Reference the SEHI Computer Products RMA Number on the shipping label only.
- Return the product in original packaging and all documents and components. Failure to do so may result in that product being returned to you.
- Do not write on the manufacturer's box. Writing on the manufacturer's box will deem the product as non-resalable and the product may be returned to you.

Shipping Requirements
 Please take care in shipping product back to SEHI Computer Products. Returned cartons that do not meet the following conditions will be returned to you:

- Product must be unused.
- Product must be complete and in manufacturer's original packaging, with no visible damage (e.g. rips, tears, compressions, holes or dents).
- There must be minimal markings or writing on manufacturer's packaging.
- There must be no stickers, other than the shipping label, on manufacturer's packaging.
- If a carton is shrink-wrapped, a shipping label must be on the shrink-wrap and the top of the carton.
- All product, including the manufacturer carton(s), should be packed into an additional shipping carton to help prevent damage while in transit.
- The RMA number must appear on the shipping label only, not on or inside the carton. Any carton received without an RMA number on the shipping label will be returned to the customer.
- The RMA must reach our warehouse within 10 calendar days of the RMA date, or the carton will be returned to the customer.
- Merchandise must be secured with proper packaging to prevent any damage in transit

If all criteria are met, SEHI Computer Products will issue a credit memo to your account. Stock Balance credit memos will be issued for cost of product returned.

Return Shipments
 Before you return defective product, DOA or send stock-balance shipments, you need to follow these procedures:

1. Request a Return Merchandise Authorization (RMA) number; see the How To Get An RMA Number section below.
2. Write the RMA number on the original shipping label, not on the box.

Warranty Policies		
Product to be replaced with new if reported within	days	20 days - Replaced
Product to be replaced with used/reconditioned units	Yes, No or N/A	Varies based upon Manufacturer Guidelines
Vendor pays shipping	1-way, both ways, none	Both

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.

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<p>All warranties are Manufacture warranties. Some warranties will be 90 day, 1 year, or 3 year. Some warranties are on-site and some exchange. Sehi will provides this information via request to all REMC customers and the specification sheets list each products warranty. Some manufacture warranaties may be return to manufacture warranties, the customer will have to work directly with the manufacture to get warranty service on these items, however, Sehi may act as a facilitator when appropriate. Sehi can sell warranty upgrades from most of the product the we may be awarded and we will support to our customers to make sure that their warranty support is 100% satisfactory.</p>		
<p>Repair Policies (Non-warranty)</p>		
<p>On-site repair service is provided by company or subcontractor in:</p>		
<p>Upper Peninsula</p>	<p>Yes, No or N/A</p>	<p>Yes with sub contractor or manufacturer</p>
<p>Lower Peninsula (except Wayne, Oakland, Macomb Counties)</p>	<p>Yes, No or N/A</p>	<p>Yes with sub contractor or manufacturer</p>
<p>Metro Detroit (Wayne, Oakland, Macomb Counties)</p>	<p>Yes, No or N/A</p>	<p>Yes</p>
<p>Please provide a brief summary of repair policies.</p>		
<p>Sehi Computer Products handles repairs several ways that are designed to minimize customer inconvenience. When a support request is required the following is the general process – it may be altered as required to meet customer needs.</p> <p>Method 1: Support need is identified – Detroit Metro Area only Customer logs the service request at: www.sehi.com/service providing the required information Sehi operates a pickup and return repair service within the Detroit Metro area. This service is a scheduled service where a Sehi vehicle visits several districts each day – picks up items that the district wants repaired – Sehi repairs the items and returns them to the district. If there is a cost associated with the repair Sehi contacts the district to get approval.</p> <p>Method 2: Support need is identified – Outside Detroit Metro Area or where appropriate Customer logs the service request at: www.sehi.com/service providing the required information. Within 12 hours someone will contact the district regarding the request and if appropriate attempts to troubleshoot the problem over the phone If on-site support is required either a Sehi or Manufacturer repair staff (within the terms of the warranty and certifications of Sehi staff) will be dispatched to the site. The repair/replacement is made If the item is covered by a replacement warranty – an advance replacement is provided when possible.</p> <p>Manufacturer repair warranties are covered per warranty either by Sehi Staff or Manufacturer staff in accordance with the terms of the warranty. Users</p>		