

Vendor Profile 2009

Company Name: SmartEd Services

	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	Yes
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	7:30AM to 6:00 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	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	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	Yes
MACUL, March 18-20, 2009	Yes or No	Yes
MSBO, April, 2009	Yes or No	Yes
Other Michigan statewide K-12 conferences	Name(s)	
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	7-21 days
Supply/Paper	days	3 days
Software	days	5-7 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>Multiple Delivery options are available. Liftgate delivery is available for an additional \$100. Inside delivery is available. The cost for inside delivery is calculated on the products, quantities and location of delivery within the school. We work with both the school and the carrier to arrive at the best delivery action. However, carriers may dictate specific options that would incur an additional cost to be assumed by the school or district.</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

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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	Credit voucher
Restocking fees	__% after __ days	15% after 30 days

Please provide a brief summary of return policies:

Schools must contact their local Regional Director about returns. The local Regional Director will work with the school then on the return. SmartEd Services will assist in the arrangements for the return of products to the manufacturer. The policies and protocols of the manufacturer must be adhered to in these instances. The school or district may be required by the manufacturer to ship the materials in a specific manner. A credit voucher will be placed on the school or district account with SmartEd Services based on the timeframe of the return.

Warranty Policies		
Product to be replaced with new if reported within	days	10 business days
Product to be replaced with used/reconditioned units	Yes, No or N/A	N/A
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.

SMART Boards carry a two-year warranty with an additional three years granted to the school upon the Board's registration with the manufacturer, SMART Technologies Inc. The SMART Symposium carries a two year warranty. NEC projectors carry a four year warranty for education with the first year considered Insta-care. All other manufacturers' warranties are incumbent upon the school or district completing the proper registration forms with that manufacturer. SmartEd Services honors a one year warranty on labor for any installations of technology completed by our SmartEd Services installation team.

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.

Schools are asked to contact the Technology Support Desk at SmartEd Services to assess the issues. The Technology Support Desk will discuss what can be done to assist the school with the repair and with what can be done in the interim of the process. Each manufacturer has specific policies and protocols for returns and repairs. Therefore, any reseller is not granted authorization to address issues unless instructed to do so by the manufacturer. We will support the school as we are permitted and will work with the school to rectify any issues around repairs. Our local Regional Director can also provide onsite support if that is the best approach to the issue. It should be noted that due to the specific policies and protocols of the manufacturer, onsite support may require a service charge to the school or district. These charges will be discussed with the school before the onsite visit is made. Everything will be done in all instances to insure that issues are addressed in a timely manner.