

Vendor Service Profile 2007

Innovative Technologies
Company Name: Group/ SPI Innovations
Completed by: Keith Kremer

| REMC Customers Can Expect... | Legend | Respond in this column |
|---|---------------------|----------------------------------|
| Customer Communication | | |
| REMC customers can expect to communicate with one contact person dedicated to the REMC contract throughout the contract year. | Yes or No | Yes |
| Customer service telephone number is toll-free | Yes or No | Yes |
| Customer service fax number is toll-free | Yes or No | Yes |
| Your web page includes REMC specific prices and specifications | Yes or No | Yes |
| Office hours (Eastern Time) | __AM to __ PM | 8AM-5PM |
| Demo/evaluation product available | Yes or No | For Major Products |
| Will provide demonstration session for: | | |
| REMC advisory council | Yes or No | For Major Products |
| A school district | Yes or No | For Major Products |
| A school building | Yes or No | For Major Products |
| Response Time to voice mail or e-mail within 24 hours | Yes or No | Yes |
| Order Verification, Billing, and Customer Account information | | |
| Order verifications will be sent within 24 hours of receipt of the order without customer having to request notification | Yes or No | No |
| If no, order verifications will be sent upon customer request | Yes or No | Yes |
| New customer forms are required | Yes or No | Yes |
| P.O. errors are corrected by phone, fax or e-mail vs. U.S. mail | Yes or No | Yes |
| Summer deliveries coordinated with customer | Yes or No | Yes |
| Will your company accept procurement/credit cards as payment for REMC orders? | Yes or No | Yes |
| If yes, what is the maximum amount that can be charged? | \$ or Unlimited | Unlimited |
| What additional fees, if any, are charged for credit card orders? | \$, % or N/A | 3% |
| Vendor Conditions | | |
| Minimum order to avoid a shipping charge | Specify \$\$ amount | \$50.00 |
| Is contract number required on orders? | Yes or No | No |
| Customers saw you exhibit at the following Michigan K-12 conferences in the 2005/06 school year: | | |
| MAEDS, October 5-7, 2005 | Yes or No | No, but would if invited. |
| MAME, November 9-11, 2005 | Yes or No | No |
| MIEM, November 30- December 2, 2005 | Yes or No | Yes |
| MACUL, March 8-10, 2006 | Yes or No | Yes |
| MSBO, April 26-28, 2006 | Yes or No | No |
| Other Michigan statewide K-12 conferences | Name(s) | REMC In Service |
| Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2006/07 school year: | | |
| MAEDS, October 18-20, 2006 | Yes or No | No, not invited. |
| MAME, October 25 - 27, 2006 | Yes or No | No |
| MIEM, November 29-December 1, 2006 | Yes or No | Undecided at this point. |
| MACUL, March 14 - 16, 2007 | Yes or No | Yes |
| MSBO, April, 2007 | Yes or No | Undecided at this point. |
| Other Michigan statewide K-12 conferences | Name(s) | MANS 10/17/06 |

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| Delivery | | |
| Deliveries generally are drop-shipped by manufacturer | Yes or No | No |
| Only tailgate delivery for large items in excess of 70 pounds? | Yes or No | Yes (inside delivery may be available for an |
| Our delivery timelines from receipt of orders are as follows. Please answer on the line appropriate to the bid to which you are responding. | | |
| Equipment delivery typically in x days | days | 3-5 Business Days |
| Supply/Paper delivery typically in x days | days | 5-7 Business Days |
| Software delivery typically in x days | days | 5-7 Business Days |
| Troubleshooting/Use/Set-Up Assistance | | |
| Phone assistance available | Yes, No or N/A | |
| Onsite after sales assistance available (no cost) | Yes, No or N/A | No |
| Onsite assistance available at extra cost | Yes, No or N/A | Yes |
| Warranty Policies | | |
| Replaced with new if reported within x days | days or N/A | 7 Days |
| Replaced with used/reconditioned units even if the initial unit was new | Yes, No or N/A | No |
| Call tag issued for return of DOA items | Yes, No or N/A | Yes |
| Please provide a brief summary of warranty policies | | |
| <p>Most manufacturers have a toll free warranty claims process. We will use our dealer authorizations to assist the client with obtaining warranty coverage or resolving problems with the equipment they purchased under this agreement. Warranty for all products will be according to the manufacturer's warranty specifications. For some models and accessories an exchange is required. DOAs can be replaced with new if ITG is notified within 7 days of delivery of the defect.</p> | | |
| Repair Policies | | |
| On-site repair service is provided by company or subcontractor in: | | |
| Upper Peninsula | Yes, No or N/A | No |
| 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 |
| Return Policies | | |
| Call tag issued for company's incorrect shipment | Yes or No | Yes |
| Customer dissatisfaction with items can be returned within x days | days | 5 Days Unopened |
| Credit for return policy (i.e. full refund up to x days) | days | 5 Days Unopened |
| Returns refunded or issued as credit for future purchases | Refund/Credit | Refunded |
| Restocking fees (i.e. % charged after x days) | __% after __ days | 15% After 7 Days |

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Please provide a brief summary of return policies:

To request a product return authorization number, please contact your REMC representative for a Return Authorization Request Form within ten days of delivery of the product. You will be notified if your request is approved and be given an RMA number.

- A request for return authorization of a DOA (not functioning out of the box) must be made within **7 days after product delivery**.
- No returns will be accepted without an authorized RMA Number.
- RMA Numbers, once issued, are valid for 7 days.
- Shipping costs for all returns for credit are the client's responsibility.
- **Opened products are not returnable.** If defective, the manufacturer's warranty provisions will apply. All return requests must be made within 14 days of delivery.
- For software products, an RMA Number for credit will only be issued if a product is factory sealed and returnable. Software licenses are not returnable. If defective, the software product will only be eligible for exchange for the same product or the media will be replaced.
- All Products must be returned as new in its original packaging, along with any media, power cables, and any other items included with the product within 7 days of receiving the Return Authorization Number. Items not in the original pack
- **A 15% restocking fee will be applied to non-defective returns.**
- We recommend that the customer insure the product for its full value when using a common carrier to send the product t