

Vendor Profile 2009

Company Name: SPI Innovations

	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	No
REMC specific Web page	Yes or No	Yes
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 - Upon Request
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	No
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	Yes
MAME, November 5-7, 2008	Yes or No	No
MACUL, March 18-20, 2009	Yes or No	Yes
MSBO, April, 2009	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	Oakland Technology Conference
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 to 14 days
Supply/Paper	days	N/A
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.		
Delivery to the ship to location door to door service is included in the price. Inside Delivery is available for the Interactive white boards for \$100 per board fee. Pads and projectors are already delivered inside.		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	No
Onsite assistance at extra cost	\$ or N/A	\$ 85/hr
Return Policies		
Vendor pays return shipping for incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	7
Full refund within	days	7
Method of refund	Refund/Voucher	Refund Check

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Restocking fees	__% after __ days	15% after 7 days
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Please provide a brief summary of return policies:

We will return any item with 7 days of delivery with no restocking fee. After 7 days, there is a 15% restocking fee up to 30 days. After 30 days we will not accept a return. If the return is due to an ordering error on our part we will not charge shipping for the return. If the return is due to a customer ordering issue, the customer is responsible for the freight.

Warranty Policies

Product to be replaced with new if reported within	__ days	7
Product to be replaced with used/reconditioned units	Yes, No or N/A	no
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.

Customer must call e-instruction technical support for warranty initiation. The phone number is 1-800-856-0732 (toll free). Interwrite Boards are warranted for a period of two years from the date of receipt by the customer against manufacturer defects in material and workmanship. The boards do not have to be installed by SPI Innovations to enact this warranty. Interwrite pads, PRS RF, and Interwrite Crickets are warranted for a period of one year from the date of acceptance (batteries are excluded) against manufacturer defects for materials and workmanship.

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.

There is no user servicable component for this equipment. The equipment will be shipped back to E-Instruction for repair or replacment.