

Vendor Service Profile 2007

Company Name: The Tape Company

Completed by: Michael V. Costa

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	8:00 am to 6:00pm cst
Demo/evaluation product available	Yes or No	yes
Will provide demonstration session for:		
REMC advisory council	Yes or No	no
A school district	Yes or No	no
A school building	Yes or No	no
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	yes
If no, order verifications will be sent upon customer request	Yes or No	
New customer forms are required	Yes or No	no
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	2.50%
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
MAME, November 9-11, 2005	Yes or No	no
MIEM, November 30- December 2, 2005	Yes or No	no
MACUL, March 8-10, 2006	Yes or No	no
MSBO, April 26-28, 2006	Yes or No	no
Other Michigan statewide K-12 conferences	Name(s)	n/a
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
MAME, October 25 - 27, 2006	Yes or No	no
MIEM, November 29-December 1, 2006	Yes or No	no
MACUL, March 14 - 16, 2007	Yes or No	no
MSBO, April, 2007	Yes or No	no
Other Michigan statewide K-12 conferences	Name(s)	n/a

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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	no
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	
Supply/Paper delivery typically in x days	days	2 to 3 days
Software delivery typically in x days	days	
Troubleshooting/Use/Set-Up Assistance		
Phone assistance available	Yes, No or N/A	yes
Onsite after sales assistance available (no cost)	Yes, No or N/A	n/a
Onsite assistance available at extra cost	Yes, No or N/A	n/a
Warranty Policies		
Replaced with new if reported within x days	days or N/A	30 days
Replaced with used/reconditioned units even if the initial unit was new	Yes, No or N/A	n/a
Call tag issued for return of DOA items	Yes, No or N/A	yes
Please provide a brief summary of warranty policies		
The guarantees and warranties with respect to all products sold by The Tape Company is limited to those, if any, provided by the manufacturer of the product. The Tape Company disclaims all other guarantees, whether expressed or implied, including but not limited to, implied warranties of merchantability and fitness for a particular purpose. In no event shall The Tape Company ever be liable for any special, consequential, incidental or contingent damages.		
Repair Policies		
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
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	30 days
Credit for return policy (i.e. full refund up to x days)	days	60 days
Returns refunded or issued as credit for future purchases	Refund/Credit	credit
Restocking fees (i.e. % charged after x days)	__% after __ days	15% after 0 days
Please provide a brief summary of return policies:		
<p>1. returns for non-defective product cannot be issued after 90 days from the original invoice date. 2. returns for defective product cannot be issued after 6 months from the original invoice date. 3. the shipper must receive the returned product before the expiration date, which is 30 days from the date the return form issued. 4. only those items authorized for the return and listed on the packing slip will be credited. 5. all products returned to the shipper are subject to a 15% restocking charge with the following exceptions: (a). product shipped in error by the shipper, (b) product is defective. 6. defective product must be returned in the original cartons with all original pieces, packing materials, etc.</p>		