

## Vendor Profile 2009

**Company Name: Discount Media Products, L.L.C. d/b/a The Tape Company**

	Legend	Respond in this column
<b>REMC Customers Can Expect...</b>		
(The following sections will be posted on the REMC Bid Web Site)		
<b>Customer Communication</b>		
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	8:00 am to 6:00 pm cst
Demo/evaluation product available	Yes or No	yes
Product demonstration sessions upon request	Yes or No	no
24-hour response time to voice mail or e-mail inquiries	Yes or No	yes
<b>Order Verification, Billing, and Customer Account information</b>		
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	2.50%
<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	\$ or N/A	\$100.00
Required contract number	Yes or No	no
<b>Customers saw you exhibit at the following Michigan K-12 conferences in the 2007/08 school year:</b>		
MAEDS, October 3-5, 2007	Yes or No	no
MAME, October 24-26, 2007	Yes or No	no
MIEM, November 15, 2007	Yes or No	no
MACUL, March 5-7, 2007	Yes or No	no
MSBO, April 30- May 1, 2007	Yes or No	no
<b>Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2008/09 school year:</b>		
MAEDS, October 15-17, 2008	Yes or No	no
MAME, November 5-7, 2008	Yes or No	no
MACUL, March 18-20, 2009	Yes or No	no
MSBO, April, 2009	Yes or No	no
Other Michigan statewide K-12 conferences	Name(s)	n/a
<b>Delivery</b>		
Rush delivery options available at additional cost.	Yes or No	yes
Deliveries are drop-shipped by manufacturer	Yes or No	no
Delivery timelines from receipt of orders		
Equipment	days	
Supply/Paper	days	2 to 3 days
Software	days	
<b>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.</b>		
Normal delivery is done by UPS or Fed Ex ground service. Priority Overnight, Next Day, and 2 day shipping is available at additional cost. The actual cost is determined by weight and zip code destination.		
<b>Troubleshooting/Use/Set-Up Assistance</b>		
Phone assistance	Yes or No	yes
Onsite assistance at no cost	Yes or No	n/a

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Onsite assistance at extra cost	\$ or N/A	n/a
<b>Return Policies</b>		
Vendor pays return shipping for incorrect shipment	Yes or No	yes
Customer dissatisfaction with items can be returned	days	within 30 days
Full refund within	days	within 60 days
Method of refund	Refund/Voucher	credit
Restocking fees	__% after __ days	15 % after 0 days

**Please provide a brief summary of return policies:**

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 is 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.

<b>Warranty Policies</b>		
Product to be replaced with new if reported within	days	5 days
Product to be replaced with used/reconditioned units	Yes, No or N/A	no
Vendor pays shipping	1-way, both ways, none	none

**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.

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 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.

<b>Repair Policies (Non-warranty)</b>		
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.**

The products we distribute are magnetic media (tape) products. If a product is proven to be defective by the manufacturer, a replacement will be furnished. If the customer requests a credit in lieu of replacement, a credit memo will be issued. Again, this is contingent upon the manufacturer's findings of a defective product.