

Vendor Service Profile Survey 2008

		Company Name:	Troxell Communications
		Completed by:	Jerry Crubaugh
		LEGEND	VENDOR RESPONSE
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, 800-578-8858
Toll free Customer Service telephone number		Yes or No	Yes, 800-352-7912 x 220
Toll free Customer service fax number		Yes or No	Yes, 800-589-5939
REMC specific Web page		Yes or No	Yes
Office hours (Eastern Time)		__AM to __PM	7:30AM-5:30PM
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	Yes, Tax exempt forms for private, parochial only
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	3%
Vendor Conditions			
Minimum order to avoid a shipping charge		\$ or N/A	\$50.00
Required contract number		Yes or No	No, would like ship to Ph.
Customers saw 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 30, 2006		Yes or No	Yes
MACUL, March 14-16, 2007		Yes or No	Yes
MSBO, April 25-26, 2007		Yes or No	No
Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2007/08 school year:			
MAEDS, October 3-5, 2007		Yes or No	No
MAME, October 24-26, 2007		Yes or No	No
MIEM, January 30-February 1, 2008		Yes or No	No
MACUL, March 5-7, 2008		Yes or No	Yes
MSBO, April, 2008		Yes or No	Yes
Other Michigan statewide K-12 conferences		Name(s)	MANS, REMCAM

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Delivery			
	Rush delivery options available at additional cost.	Yes or No	Yes
	Deliveries are drop-shipped by manufacturer	Yes or No	Yes, in most cases
	Delivery timelines from receipt of orders		
	Equipment	days	15
	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.			
<p>Delivery for most items is door to door via, UPS, Fed Ex Ground or by truck line depending on the product or quantity ordered. Smaller products and shipments will be brought inside a customers receiving area by the delivery driver for customer signature. Shipments requiring delivery by truck are typically delivered to a loading dock and may require customer help for unloading. Liftgate and inside delivery options are available and vary by carrier and by size of shipment. Example: Inside delivery for a palletized load may be \$50.00 per shipment.</p>			
Troubleshooting/Use/Set-Up Assistance			
	Phone assistance	Yes or No	Yes
	Onsite assistance at no cost	Yes or No	Yes, with scheduled appt
	Onsite assistance at extra cost	\$ 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	days	30
	Full refund within	days	30
	Method of refund	Refund/Voucher	Credit memo
	Restocking fees	___% after ___ days	15%, 15 days
Please provide a brief summary of return policies:			
<p>Customers, (Schools) are ultimately responsible for knowing if what they order is compatible for their needs. Questions concerning product features, compatibility, or suitability of purpose should be addressed by contacting Troxell prior to issuing a PO. Return Requests for buyers remorse, duplicate PO's, or dissatisfaction by the customer must be returned freight prepaid to Troxell or Vendor with RMA authorization and may be subject to restocking fees. Troxell has, and will continue to accommodate schools to minimize fees and expense by transferring an unused, like new, product to another customer who orders the same item in a reasonable amount of time. Products are first covered by the manufacturer warranty and conditions. Special situations will be handled by Troxell. Call tags are issued for incorrect shipments and DOA items undamaged in shipment. Customers should instruct receiving personnel to refuse any carton showing signs of damage, or sign receiving documents "Subject to Final Internal Inspection". Troxell Customer Service will handle freight claims if these guidelines are met. Equipment must be inspected and tested, and any problems reported within 10 days. Customer Service can be contacted at 800-352-7912 x 220, 7:00AM to 5:00PM Mountain Standard Time.</p>			
Warranty Policies			
	Product to be replaced with new if reported within	days	15-60
	Product to be replaced with used/reconditioned units	Yes, No or N/A	NO
	Call tag to be issued	Yes, No or N/A	Yes, DOA only
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.			

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<p>Manufacturer warranty and policies apply for all products bid. Customer is responsible for inspecting equipment for damage or lack of function within 10 days of receipt for DOA return or replacement. Troxell provides front line response for products sold via Jerry Crubaugh @ 800-578-8858 (8:00am-6:00pm EST) or through Troxell Customer Service Department at 800-352-7912 x 220 (8:00am - 5:00pm MST). Troxell Customer Service may also be contacted at Troxell website at http://www.trox.com/custserv/custserv.shtml . Hitachi projectors carry a 3 year warranty with 3 Year Service loaner program (TGIH) providing a comprable unit while customers projector is in service. Customer may call 800-919-2439 to arrange for a loaner unit. No PO or credit card required for Education customers, but Billing and Contact information is required.</p>			
Repair Policies (Non-warranty)			
On-site repair service is provided by company or subcontractor in:			
Upper Peninsula		Yes, No or N/A	Limited
Lower Peninsula (except Wayne, Oakland, Macomb Counties)		Yes, No or N/A	limited
Metro Detroit (Wayne, Oakland, Macomb Counties)		Yes, No or N/A	Yes,

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Please provide a brief summary of repair policies.		
<p>The Terms and Limitations of a specific manufacturer warranty will apply in units requiring service. New products (30 days or less) will be handled as a DOA and replaced whenever possible. After 30 days, and while still in warranty, a customer will be have a choice. They can ship the unit to Troxell in <u>Phoenix, AZ</u> and Troxell will either repair or send the unit to a factory service center for repair. Or the customer will be required to deliver the unit to a manufacture service center, or a factory authorized local service center, at their own expense. Troxell will assist a customer in locating service centers by providing address and contact information. Hitachi projectors carry a 60 Day DOA policy and any projector malfunctioning in this initial period will be replaced with a new unit once an RMA and replacment order have been received.</p>		