

Vendor Profile 2009

Company Name: VSC, Inc.

	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	Yes
REMC specific Web page	Yes or No	Yes
Office hours (Eastern Time)	__AM to __ PM	7:30 AM to 6:00 PM
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	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	3.50%
Vendor Conditions		
Minimum order to avoid a shipping charge	\$ or N/A	\$50.00
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	No
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)	
Delivery		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	Varies
Delivery timelines from receipt of orders		
Equipment	days	7
Supply/Paper	days	NA
Software	days	NA
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 style="color: red;">Standard Delivery includes delivery to front door, receiving door, or loading dock of the delivery location noted on the purchase order. For large or heavy orders that required a forklift or pallet truck and are delivered via common carrier, we coordinate delivery with the school to ensure that school has the proper receiving facilities before shipping merchandise. If school is not equipped for receiving heavy orders we will typically arrange for inside delivery or coordinate delivery on our own trucks.</p> <p style="color: red;">Liftgate delivery is available at an additional cost of \$95.00 per delivery.</p>		
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	\$75

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Return Policies

Vendor pays return shipping for 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	Customer Option
Restocking fees	___% after ___ days	0%

Please provide a brief summary of return policies:

Returns require prior approval by VSC personnel and will not be accepted without a Return Merchandise Authorization (RMA) number. Customer may return merchandise that is defective, damaged or does not meet their needs. Credit or Refund is issued based on the customer's preference.
NOTE: VSC cannot accept for return or replacement any merchandise that has been inscribed or permanently marked for security or identification purposes.

Warranty Policies

Product to be replaced with new if reported within	days	30
Product to be replaced with used/reconditioned units	Yes, No or N/A	No
Vendor pays shipping	1-way, both ways, none	Varies

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.

VSC Warranty Policy: All Equipment items sold to REMC customer come with manufacturers' standard warranty. VSC offers a thirty day replacement warranty even in instances where manufacturer does not offer this feature. This warranty may be provided by the manufacturer or by VSC, depending on the item. All electronic items sold to REMC customer comes with a full one year Parts and and 90 day Labor warranty. This warranty may be provided by the manufacturer or by VSC, depending on the item. Defective returns are for replacement or merchandise credit only. Defective returns are eligible for return only within 30 days of sale to customer. After 30 days, the customer must return the product to the manufacturer's or VSC's authorized warranty station for warranty repair. No Charge UPS call tags or VSC pickup will be provided for any warranty eligible items. Defective returns will not be accepted after 60 days from VSC invoice. A copy of the VSC invoice must be included with all defective returns. All items must be returned complete and with all original parts/documentation; any missing parts will be deducted from the amount credited. Incomplete returns will incur a 20% m

Repair Policies (Non-warranty)

On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	Yes
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

Please provide a brief summary of repair policies.

Repair of electronic equipment is dependent upon item and manufacturers' policies. Most equipment offers a one year parts and 90 day labor warranty that is provided by the manufacturer thru the manufacturer's factory warranty service center. For items that are out of warranty such as cameras and camcorders, manufacturers offer a set service based on the item and will repair any problems for that cost. VSC can coordinate both warranty and non-warranty service for REMC customers at no charge to the school.
 Repair of non-electronic equipment such as carts and mounts is almost always done as a non-charge warranty service.