

# VENDOR CONTRACT

Between VIEWSONIC CORPORATION and  
(List Vendor or Company Name)

## THE INTERLOCAL PURCHASING SYSTEM (TIPS)

For

## Audio Visual Equipment and Supplies #01121914

### General Information

The contract shall include the contract, the terms and conditions, special terms and conditions, any agreed upon amendments, as well as all of the sections of the solicitation and the awarded vendor's proposal. Once signed, if the awarded vendor's proposal varies or is unclear in any way from the TIPS contract, TIPS, at its sole discretion, will decide which provision will prevail. Other documents to be included are the awarded vendor's proposals, task orders, purchase orders and any adjustments which have been issued.

The following pages will constitute the contract between the successful vendors(s) and TIPS. Bidders shall state, in a separate writing, and include with their proposal response, any required exceptions or deviations from these terms, conditions, and specifications. If agreed to by TIPS, they will be incorporated into the final contract. NOTE: The award of this contract to vendor is made following all requirements to meet the Competitively Bid Procurement Laws.

The Vendor Contract ("Contract") made and entered into by and between The Interlocal Purchasing System (hereinafter referred to as "TIPS" respectfully) a government cooperative purchasing program authorized by the Region VIII Education Service Center, having its principal place of residence at 4845 North US Hwy 271, Pittsburg, Texas 75686. This contract consists of the provisions set forth below, including provisions of all Attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any Attachment, the provisions set forth shall control.

### Terms and Conditions

#### Freight

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

#### Warranty Conditions

All supplies equipment and services shall include manufacturer's minimum standard warranty unless otherwise agreed to in writing. Vendor shall be an authorized dealer, distributor or manufacturer for all products. All equipment proposed shall be new unless clearly stated in writing.

#### Customer Support

The Vendor shall provide timely and accurate customer support to TIPS members. Vendors shall respond to such requests within one (1) working day after receipt of the request. Vendor shall provide training regarding products and services supplied by the Vendor unless otherwise clearly stated in writing at the time of purchase. (Unless training is a line item sold or packaged and must be purchased with product.)

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RFP- Audio Visual Equipment and Supplies – Due November 13, 2014 at 3:00 p.m.

## **Contracts**

**All contracts and agreements** between Vendors and TIPS Members shall strictly adhere to the statutes that are set forth in the Uniform Commercial Code as most recently revised.

**Contracts for purchase** will normally be put into effect by means of a purchase order(s) executed by authorized agents of the participating government entities.

**Davis Bacon Act** requirements will be met when Federal Funds are used for construction and/or repair of buildings.

## **Tax exempt status**

A taxable item sold, leased, or rented to, or stored, used, or consumed by, any of the following governmental entities is exempted from the taxes imposed by this chapter: (1) the United States; (2) an unincorporated instrumentality of the United States; (3) a corporation that is an agency or instrumentality of the United States and is wholly owned by the United States or by another corporation wholly owned by the United States; (4) the State of Texas; (5) a Texas county, city, special district, or other political subdivision; or (6) a state, or a governmental unit of a state that borders Texas, but only to the extent that the other state or governmental unit exempts or does not impose a tax on similar sales of items to this state or a political subdivision of this state. Texas Tax Code § 151.309.

## **Assignments of contracts**

No assignment of contract may be made without the prior written approval of TIPS. Payment can only be made to the awarded Vendor or vendor assigned dealer.

## **Disclosures**

1. Vendor affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.
2. Vendor shall attach, in writing, a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in the TIPS program.
3. The vendor affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

## **Renewal of Contracts**

This contract period is for one (12) months with an option for renewal for 2 consecutive years. Total term of contract can be up to 3 years if sales are reported through the contract and both parties agree.

## **Shipments**

The Vendor shall ship ordered products within five (5) working days after the receipt of the order. If a product cannot be shipped within that time, the Vendor shall notify TIPS and the requesting entity as to why the product has not shipped and shall provide an estimated shipping date, if applicable. TIPS or the requesting entity may cancel the order if estimated shipping time is not acceptable.

## **Invoices**

The Vendor or vendor assigned dealer shall submit invoices, to the TIPS participant. Each invoice shall include the TIPS participant's purchase order number. The shipment tracking number or pertinent information for verification of TIPS participant receipt shall be made available upon request. The Vendor or vendor assigned dealer shall not invoice for partial shipments unless agreed to in writing in advance by TIPS and the TIPS participant.

## **Payments**

The TIPS participant will make payments directly to the Vendor or vendor assigned dealer at net 30 days after receiving invoice.



## **Pricing**

The Vendor contracts to provide pricing to TIPS and its participating governmental entities that is the lowest pricing available to like cooperative purchasing customers and the pricing shall remain so throughout the duration of the contract. The Vendor agrees to not sell to TIPS members at a price lower than can be obtained thru the TIPS contract.

The Vendor agrees to promptly lower the cost of any product purchased through TIPS following a reduction in the manufacturer or publisher's direct cost to the Vendor. Price increases will be honored. However, the Vendor shall honor previous prices for thirty (30) days after written notification to TIPS of an increase.

All pricing submitted to TIPS shall include the Two Percent 2% participation fee to be remitted to TIPS by the Vendor. Vendor will not show adding the 2% per total purchase to the invoice presented to customer.

## **Participation Fees**

Vendor or vendor assigned dealer contracts to pay 2% on all sales to TIPS on a monthly submission report. The Vendor or vendor assigned dealer is responsible for keeping record of all sales that go through the TIPS contract. Report may be sent to TIPS electronically while check for the 2% is mailed. Failure to pay the 2% participation fee will result in termination of contract.

## **Indemnity**

1. **Indemnity for Personality Contracts.** Vendor agrees to indemnify and hold harmless and defend TIPS, its member(s), officers and employees, from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's performance of this contract, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, invitees, whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, member(s), officers, employees, or agents.
2. **Indemnity for Performance Contracts.** The Vendor agrees to indemnify and hold harmless and defend TIPS, its member(s), officers and employees from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's work under this contract, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, or invitees. Vendor further agrees to indemnify and hold harmless and defend TIPS, its member(s), officers and employees, from and against all claims and suits for injuries (including death) to an officer, employee, agent, subcontractor, supplier or equipment lessee of the Vendor, arising out of, or resulting from, Vendor's work under this contract whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, its member(s), officers, employees, or agents.

### **Attorney's Fees--Texas Local Government Code § 271.159 is expressly referenced.**

Pursuant to §271.159, TEXAS LOC. GOV'T CODE, in the event that any one of the Parties is required to obtain the services of an attorney to enforce this Agreement, the prevailing party, in addition to other remedies available, shall be entitled to recover reasonable attorney's fees and costs of court.

## **Multiple Vendor Awards**

TIPS reserves the right to award multiple vendor contracts for categories when deemed in the best interest of the membership. Bidders scoring 80% or above will be considered for an award. Categories are established at the discretion of TIPS.

### **State of Texas Franchise Tax**

By signature hereon, the bidder hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes owed the State of Texas under Chapter 171, Tax Code.

### **Miscellaneous**

The Vendor acknowledges and agrees that continued participation in TIPS is subject to TIPS sole discretion and that any Vendor may be removed from the participation in the Program at any time with or without cause. Nothing in the contract or in any other communication between TIPS and the Vendor may be construed as a guarantee that TIPS participants will submit any orders at any time. TIPS reserves the right to request additional proposals for items already on contract at any time.

### **Purchase Order Pricing/Product Deviation**

If a deviation of pricing/product on a purchase order occurs, TIPS is to be notified within 24 hours of receipt of order.

### **Cancellation for non-performance or contract deficiency**

TIPS may terminate any contract if Vendor has not used the contract, or if purchase volume is determined to be "low volume" in any 12-month period. TIPS reserves the right to cancel the whole or any part of this contract due to failure by awarded vendor to carry out any obligation, term or condition of the contract. TIPS may issue a written deficiency notice to awarded vendor for acting or failing to act in any of the following:

- Providing material that does not meet the specifications of the contract;
- Providing work and/or material that was not awarded under the contract;
- Failing to adequately perform the services set forth in the scope of work and specifications;
- Failing to complete required work or furnish required materials within a reasonable amount of time;
- Failing to make progress in performance of the contract and/or giving TIPS reason to believe that awarded vendor will not or cannot perform the requirements of the contract; and/or
- Performing work or providing services under the contract prior to receiving a TIPS reviewed purchase order for such work.

Upon receipt of the written deficiency, awarded vendor shall have ten (10) days to provide a satisfactory response to TIPS. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by awarded vendor under this contract shall become the property of the Member on demand.

### **Member Purchasing Procedures**

Purchase orders are issued by participating member to the awarded vendor as follows:

- Make PO payable to Awarded Vendor.
- List TIPS Vendor Contract # on PO.
- Email PO as a pdf attachment to [tipspo@tips-usa.com](mailto:tipspo@tips-usa.com)
- Vendor will receive the PO from the TIPS PO System. Vendor is required to follow the link in the email and open each PO to complete the return acknowledgement process to TIPS.

### **Form of Contract**

The form of contract for this solicitation shall be the Request for Proposal, the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposals. If a vendor submitting an offer requires TIPS and/or Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal.



Vendor contract documents: TIPS will review proposed vendor contract documents. Vendor's contract document shall not become part of TIPS's contract with vendor unless and until an authorized representative of TIPS reviews and approves it.

### **Licenses**

Awarded vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by awarded vendor. Awarded vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. TIPS reserves the right to stop work and/or cancel contract of any awarded vendor whose license(s) expire, lapse, are suspended or terminated.

### **Novation**

If awarded vendor sells or transfers all assets or the entire portion of the assets used to perform this contract, a successor in interest must guarantee to perform all obligations under this contract. TIPS reserves the right to accept or reject any new party. A simple change of name agreement will not change the contractual obligations of awarded vendor.

### **Site Requirements (when applicable to service or job)**

**Cleanup:** Awarded vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by Member. Upon completion of work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition.

**Preparation:** Awarded vendor shall not begin a project for which Member has not prepared the site, unless awarded vendor does the preparation work at no cost, or until Member includes the cost of site preparation in a purchase order. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.

**Registered sex offender restrictions:** For work to be performed at schools, awarded vendor agrees that no employee of a sub-contractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or reasonably expected to be present. Awarded vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the Member's discretion.

Awarded vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

**Safety measures:** Awarded vendor shall take all reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Awarded vendor shall post warning signs against all hazards created by the operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

### **Smoking**

Persons working under contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.

### **Invoices**

The awarded vendor shall submit invoices to the participating entity clearly stating "Per TIPS Contract #". The shipment tracking number or pertinent information for verification shall be made available upon request.

### **Marketing**

Awarded vendor agrees to allow TIPS to use their name and logo within website, marketing materials and advertisement. Any use of TIPS name and logo or any form of publicity, inclusive of press release, regarding this contract by awarded vendor must have prior approval from TIPS.

### **Supplemental agreements**

The entity participating in the TIPS contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. TIPS, its agents, members and employees shall not be made party to any claim for breach of such agreement.

### **Legal obligations**

It is the responding vendor's responsibility to be aware of and comply with all local, state and federal laws governing the sale of products/services identified in this RFP and any awarded contract thereof. Applicable laws and regulations must be followed even if not specifically identified herein.

### **Audit rights**

Awarded Vendor shall, at their sole expense, maintain appropriate due diligence of all purchases made by TIPS Member that utilizes this Contract. TIPS and Region 8 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. TIPS shall have authority to conduct random audits of Awarded Vendor's pricing that is offered to Members. Notwithstanding the foregoing, in the event that TIPS is made aware of any pricing being offered to eligible entities that is materially inconsistent with the pricing under this agreement, TIPS shall have the ability to conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 8 ESC or TIPS.

### **Force Majeure**

If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and fully particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

### **Services**

When applicable, performance bonds will be required on construction or labor required jobs over \$100,000 and payment bonds on jobs over \$25,000 or awarded vendor will meet the member's local and state purchasing requirements. Awarded vendors may need to provide additional capacity as jobs increase. Bonds will not require that a fee be paid to TIPS. The actual cost of the bond will be a pass through to the member and added to the purchase order.

### **Scope of Services**

The specific scope of work for each job shall be determined in advance and in writing between TIPS Member and Awarded vendor. It is okay if the member provides a general scope, but the awarded vendor should provide a written scope of work to the member as part of the proposal. Once the scope of the job is agreed to, the member will issue a PO with the estimate referenced as an attachment along with bond and any other special provisions agreed to for the member. If special terms and conditions other than those covered within this solicitation and awarded contracts are required, they will be attached to the PO and shall take precedence over those in the base contract.



### **Project Delivery Order Procedures**

The member having approved and signed an inter-local agreement may make a request of the awarded vendor under this contract when the member has services that need to be undertaken. Notification may occur via phone, the web, email, fax, or in person.

Upon notification of a pending request, the awarded vendor shall make contact with the member as soon as possible, but must make contact with the member within two working days.

### **Scheduling of Projects**

Scheduling of projects (if applicable) will be accomplished when the member issues a purchase order that will serve as "the notice to proceed". The period for the delivery order will include the mobilization, materials purchase, installation and delivery, design, weather, and site cleanup and inspection. No additional claims may be made for delays as a result of these items. When the tasks have been completed the awarded vendor shall notify the client and have the member inspect the work for acceptance under the scope and terms in the PO. The member will issue in writing any corrective actions that are required. Upon completion of these items, the member will issue a completion notice and final payment will be issued.

### **Support Requirements**

If there is a dispute between the awarded vendor and member, TIPS or its representatives will assist in conflict resolution or third party (mandatory mediation), if requested by either party.

TIPS, or its representatives, reserves the right to inspect any project and audit the awarded vendors TIPS project files, documentation and correspondence.

## Special Terms and Conditions

It is the intent of TIPS to contract with a reliable, high performance vendor to supply commodities to government and educational agencies. It is the experience of TIPS that the following procedures provide TIPS, the Vendor, and the participating agency the necessary support to facilitate a mutually beneficial relationship. The specific procedures will be negotiated with the successful vendor.

- **Contracts:** All vendor purchase orders **must be emailed** to **tipspo@tips-usa.com**. Should an agency send an order direct to vendor, it is the vendor's responsibility to forward the order to TIPS at the address/email above within 24 business hours and confirm its receipt with TIPS.
- **Promotion of Contract:** It is agreed that Vendor will encourage all eligible entities to purchase from the TIPS Program. Encouraging entities to purchase directly from the Vendor and not through TIPS contract is not acceptable to the terms and conditions of this contract and will result in removal of Vendor from Program. Vendor is expected to use marketing funds for the marketing and promotion of this contract.
- **Daily Order Confirmation:** All contract purchase orders will be faxed twice daily from TIPS to vendor. The vendor must confirm receipt of orders to the member (customer) within 24 business hours.
- **Vendor custom website for TIPS:** If Vendor is hosting a custom TIPS website, updated pricing must be posted by 1<sup>st</sup> of each month.
- **Back Ordered Products:** If product is not expected to ship within 3 business days, customer is to be notified within 24 hours and appropriate action taken based on customer request.

### Check one of the following responses to the General Terms and Special Terms and Conditions:

- ( ) We take no exceptions/deviations to the general and special terms and conditions.

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

- We take the following exceptions/deviations to the general and special terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general or special terms and conditions that you are taking exceptions/deviations to. The proposer must clearly state if you are adding additional terms and conditions to the general or special terms and conditions. Provide details on your exceptions/deviations below:

(Note: Unacceptable exceptions shall remove your proposal from consideration for award. TIPS shall be the sole judge on the acceptance of exceptions/deviations and TIPS's decision shall be final.

**FREIGHT** - Standard freight is included. Nonstandard freight including (but not limited to) expedited freight, inside delivery, lift gate and delivery to freight staging areas or secure facilities may have additional charges for freight.

**LICENSES** - ViewSonic Corp will not have a registered corporation in any State except California. Approved resellers may or may not have an approved corporation in any state in which they resell.

**TAXES** - The Approved Reseller as agent for ViewSonic will have the sole responsibility to collect and disburse such Taxes.

**CONTRACT MANAGEMENT FEE** - ViewSonic as the manufacturer uses Approved Resellers to fulfill all orders through this contract. Approved reseller will report to TIPS on fees owed and remit such fees. All fees are designed into pricing as requested.

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# Vendor Profile

## 1.1. Minority/Women Business Enterprise (Required by some participating governmental entities)

Vendor certifies that his firm is a HUB and/or M/WBE  Yes  No  
(If yes, vendor must provide certificate in Section 7 (Certificates))

## 1.2. Certification of Residency (Required by the State of Texas)

Company submitting bid is a Texas resident bidder.  Yes  No

Vendor's principal place of business is in the city of Brea State of California

## 1.3. Felony Conviction Notice (Required by the State of Texas)

My firm is, as outlined in the Instructions to Bidders:

- A publicly held corporation; therefore, this reporting requirement is not applicable.  
 Is not owned or operated by anyone who has been convicted of a felony.  
 Is owned or operated by the following individual(s) who has/have been convicted of a felony:  
If the 3<sup>rd</sup> box is checked, a detailed explanation of the names and convictions must be attached.

## 1.4. Pricing Information

- 1.4.1. In addition to the typical unit pricing furnished herein, the Vendor agrees to furnish all current and future products at prices that are proportionate to Dealer Pricing.  Yes  No  
If answer is no, attach a statement detailing how pricing for TIPS participants would be calculated.
- 1.4.2. Pricing submitted includes the 2% TIPS participation fee.  Yes  No
- 1.4.3. Vendor agrees to remit to TIPS the required 2% participation fee.  Yes  No
- 1.4.4. Additional discounts to TIPS members for bulk quantities?  Yes  No

## 1.5. Vendor Service

- 1.5.1. Average shipping time after receipt of customer order is 5 working days.
- 1.5.2. Which description best describes your company's position in the distribution channel?

- |   |  |
|---|--|
| <input type="checkbox"/> Manufacturer direct    | <input type="checkbox"/> Certified education/government reseller         |
| <input type="checkbox"/> Authorized distributor | <input checked="" type="checkbox"/> Manufacturer marketing thru reseller |
| <input type="checkbox"/> Value-added reseller   | <input type="checkbox"/> Other _____                                     |

- 1.5.3. Company experience in this category. 27 Years

The Vendor can provide services and/or products to all 50 US States?  Yes  No  
If answer is no, please list which states can be served \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Prices are guaranteed for:** (Standard Term is "Term of Contract") Term selected will affect scoring.

\_\_\_\_  Month(s); or \_\_\_\_  Year(s); or \_\_\_\_  Term of Contract

**Company and/or Product Description:** (This information will appear on the TIPS website for your company, if awarded a TIPS contract.) Limit 750 characters.

ViewSonic Corp is a globally recognized leader in Audio Visual Display Technology, providing the best performing monitors, projectors, digital signage, commercial TVs, ePosters and VDI integrated products for command, control and display. ViewSonic supports sales through a series of partner resellers who provide local support and installation. Visit [www.viewsonic.com/us](http://www.viewsonic.com/us) for more information on any of our products

If applicable, vendor should list Reseller/Dealers here or provide listing as attachment to proposal.

Dealer Name see attachment Tel \_\_\_\_\_

Address \_\_\_\_\_ Fax \_\_\_\_\_

Primary Contact \_\_\_\_\_ Email \_\_\_\_\_

Dealer Name \_\_\_\_\_ Tel \_\_\_\_\_

Address \_\_\_\_\_ Fax \_\_\_\_\_

Primary Contact \_\_\_\_\_ Email \_\_\_\_\_

Dealer Name \_\_\_\_\_ Tel \_\_\_\_\_

Address \_\_\_\_\_ Fax \_\_\_\_\_

Primary Contact \_\_\_\_\_ Email \_\_\_\_\_

Dealer Name \_\_\_\_\_ Tel \_\_\_\_\_

Address \_\_\_\_\_ Fax \_\_\_\_\_

Primary Contact \_\_\_\_\_ Email \_\_\_\_\_



<u>State</u>	<u>ViewSonic TIPS Reseller</u>	<u>HUB Status</u>	<u>POC</u>	<u>Contact Phone</u>	<u>Contact Email</u>	<u>Service Area</u>	<u>Roles &amp; Responsibilities</u>
AK	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
AL	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
AR	Pathway Communications 720 VALLEY RIDGE CIR SUITE 13 LEWISVILLE, TX 75057	Y	Harold Dalton	972-436-6161	<a href="mailto:harolddalton@verizon.net">harolddalton@verizon.net</a>	Offices in Litle Rock	Pathway is a statewide AV, cabling and network company that provides sales and service for ViewSonic. Digital signage, video and security specialist.
AR	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
AZ	iT1 Source	N	Richard Fly	1-602-235-0308	<a href="mailto:richard.fly@it1.com">richard.fly@it1.com</a>	Scottsdale AZ	Full service ViewSonic reseller
AZ	Better Direct	Y	Mark Evans	866-921-2858	<a href="mailto:mevans@betterdirect.com">mevans@betterdirect.com</a>	Tempe AZ	Full service ViewSonic reseller
CA	New Tech Solutions	N	David Das	510-353-4070	<a href="mailto:david@ntsca.com">david@ntsca.com</a>	Fremont CA	Full service ViewSonic reseller
CA	Anacapa Micro	N	Glenn Anderson	805-339-0305	<a href="mailto:anderson@anacapamicro.com">anderson@anacapamicro.com</a>	Ventura CA	Full service ViewSonic reseller
CA	GC Micro	N	Zac Zuckerman	707-789-0600	<a href="mailto:zzuckerman@gcmicro.com">zzuckerman@gcmicro.com</a>	Petaluma CA	Full service ViewSonic reseller
CA	Worksters Inc	Y	Ania Kaminska	650-458-0600	<a href="mailto:ania@worksters.com">ania@worksters.com</a>	San Jose CA	Full service ViewSonic reseller
CA	Blue Tech	Y	Brian Godlesky	619-497-6060	<a href="mailto:bgodlesky@bluetech.com">bgodlesky@bluetech.com</a>	San Diego CA	Full service ViewSonic reseller
CA	Pathway Communications 720 VALLEY RIDGE CIR SUITE 13 LEWISVILLE, TX 75057	Y	Harold Dalton	972-436-6161	<a href="mailto:harolddalton@verizon.net">harolddalton@verizon.net</a>	Offices in San Diego	Pathway is a statewide AV, cabling and network company that provides sales and service for ViewSonic. Digital signage, video and security specialist.
CO	CounterTrade Products Inc Aurora CO	N	Joe Boglino	800-444-9710	<a href="mailto:jboglino@countertrade.com">jboglino@countertrade.com</a>	Denver CO	Countertrade provides ViewSonic products to state and local governments, and coordinates service and support.
CO	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
CT	Daly Computers, Inc.	N	Kris Basilio	(301) 670-0381	<a href="mailto:kib@daly.com">kib@daly.com</a>	VA, MD, DC, PA, NJ, surroundings	Reseller of ViewSonic products MVS is an award-winning IT solutions provider to government agencies. MVS, Inc. is a HUBZone minority-owned Information Technology company headquartered in Washington DC.
DC	MVS, Inc.	Y - Minority Owned	Sekhar Mylavarapu	(202) 722-7981	<a href="mailto:csekhar@mvsconsulting.com">csekhar@mvsconsulting.com</a>	DC & Metro Areas	Reseller of ViewSonic products
DE	Tech Central	N		(717) 273-3301	<a href="mailto:info@techcentralsales.com">info@techcentralsales.com</a>	DE, PA, & VA	Full service ViewSonic reseller
FL	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
GA	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
HI	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
IA	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
ID	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
IL	Daly Computers, Inc.	N	Kris Basilio	(301) 670-0381	<a href="mailto:kib@daly.com">kib@daly.com</a>	VA, MD, DC, PA, NJ, surroundings	Reseller of ViewSonic products
IN	Advanced Micro Electronic (The AME Group)	N	Kevin Greenwood	1.800.264.8851	<a href="mailto:KGreenwood@theamegroup.com">KGreenwood@theamegroup.com</a>	Indy, Ohio, TX, LA	Reseller of ViewSonic products
IN	Federal Merchants Corporation	N	Dion Hudgins	(317) 288-3150	<a href="mailto:dion.hudgins@federalmerchants.com">dion.hudgins@federalmerchants.com</a>	Most 50 States	Reseller of ViewSonic products
IN	Integrity Network Solutions	N	Sales Team	317-758-0307	<a href="mailto:sales@nteg.net">sales@nteg.net</a>	Indy	Reseller of ViewSonic products
IN	Matrix Integration	Y - woman-owned	Curt Trainer	(812) 634-1550	<a href="mailto:ctrainer@matrixintegration.com">ctrainer@matrixintegration.com</a>	Indy, KY	Reseller of ViewSonic products
KS	M&A Technology 2045 CHENAULT DRIVE CARROLLTON, TX 75006	BL / M	Donna Shepard	469-226-5325	<a href="mailto:dshepard@macomp.com">dshepard@macomp.com</a>	North Texas, Central Texas, San Antonio, Houston and South Texas	M&A is a state wide organization that sells ViewSonic; coordinates support and service for ViewSonic. Network specialist.

State	ViewSonic TIPS Reseller	HUB Status	POC	Contact Phone	Contact Email	Service Area	Roles & Responsibilities
KY	Directec Corporation	N	Charles Nugent	(502) 357-5216	<a href="mailto:charlesn@directec.com">charlesn@directec.com</a>	KY & Surroundings	Reseller of ViewSonic products
KY	Netgain Technologies	N	Sales Team	859-255-0155	<a href="mailto:SMART@NetGainIT.com">SMART@NetGainIT.com</a>	Offices in KY, AR, TN, OH, MO and AL	Reseller of ViewSonic products
KY	Integrity IT	N	Phil Miller	859.253.4284	<a href="mailto:prmillier@integrityky.com">prmillier@integrityky.com</a>	KY & Surroundings	Reseller of ViewSonic products
KY	Connecting Point Computer Center Howard Computers P.O. BOX 1590 LAUREL,MS 39441	Y-woman-owned	Sales Team	270.554.7700	<a href="mailto:cpsevice@cpoint2.com">cpsevice@cpoint2.com</a>	Western KY & Southern Illinois	Reseller of ViewSonic products
MA	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
MD	Daly Computers, Inc.	N	Kris Basilio	(301) 670-0381	<a href="mailto:klb@daly.com">klb@daly.com</a>	VA, MD, DC, PA, NJ, surroundings	Reseller of ViewSonic products
MD	FedStore Corporation Howard Computers P.O. BOX 1590 LAUREL,MS 39441	Y - Service-Disabled Veteran-Owned Small Business	Jay Jabbari	(240) 715-4320	<a href="mailto:jjabbari@fedstore.com">jjabbari@fedstore.com</a>	VA, MD, DC, PA, NJ, NY, Surroundings	Reseller of ViewSonic products
ME	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
MI	SEHI Computer Prodcuts, Inc.	N	Mark Sehi	800-233-7344	<a href="mailto:mark@sehi.com">mark@sehi.com</a>	Michigan/California	Reseller of ViewSonic products
MI	Dynamic Computer Corporation	Y-MBE/SDB	Lisa Love	248-473-2200	<a href="mailto:llove@dcc-online.com">llove@dcc-online.com</a>	Michigan & surroundings	Reseller of ViewSonic products
MI	Greyhound Technologies, LTD.	Y-Certified Minority Owned technology	Alan Jacob	586.469.4429	<a href="mailto:jacoba@greyhound-tech.com">jacoba@greyhound-tech.com</a>	Michigan & surroundings	Reseller of ViewSonic products
MI	Integrated Data Solutions Inc. (IDSI) Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Jeff Cattin	248.543.5300	<a href="mailto:JCattin@idsi4it.com">JCattin@idsi4it.com</a>	Michigan & surroundings	Reseller of ViewSonic products
MN	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
MO	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
MS	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
MT	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
NC	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
ND	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
NE	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
NH	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
NJ	Mazzanti dba eMazzanti Technology	N	Carl Mazzanti	201.360.4400	<a href="mailto:carl@emazzanti.net">carl@emazzanti.net</a>	NJ, NY	Reseller of ViewSonic products
NJ	GSS InfoTech	Y	Ravi Jumani	1 646-277-4133	<a href="mailto:ravi.jumani@gssinfotech.com">ravi.jumani@gssinfotech.com</a>	NJ, NY, CT, CA, IL	Reseller of ViewSonic products
NJ	Softmart, Inc.	N	Sales Team	610.518.4000	<a href="mailto:govt@softmart.com">govt@softmart.com</a>	PA, NJ, surroundings	Reseller of ViewSonic Products
NM	Education Technologies Inc Pathway Communications 720 VALLEY RIDGE CIR SUITE 13 LEWISVILLE, TX 75057	Y	Brian Kendzie	(505) 293-1414	<a href="mailto:brian@nm-edtech.com">brian@nm-edtech.com</a>	all of NM	Full service ViewSonic reseller Pathway is a statewide AV, cabling and network company that provides sales and service for ViewSonic. Digital signage, video and security specialist.
NV	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	Y	Harold Dalton	972-436-6161	<a href="mailto:harolddalton@verizon.net">harolddalton@verizon.net</a>	Offices in Las Vegas	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
NY	Howard Computers P.O. BOX 1590 LAUREL,MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
OH	Diversatec Resources, Inc.	Y-woman-owned	Dan Frost	(740) 965-3400	<a href="mailto:Dan.Frost@diversatec.net">Dan.Frost@diversatec.net</a>	Ohio, KY, PA, WV, MI	Reseller of ViewSonic products
OH	SSI - Strategic Sourcing, Inc.	N	Steve Gay	614.760.3990	<a href="mailto:sgay@stratsourcing.com">sgay@stratsourcing.com</a>	Ohio	Reseller of ViewSonic products



State	ViewSonic TIPS Reseller	HUB Status	POC	Contact Phone	Contact Email	Service Area	Roles & Responsibilities
OH	Forward Edge, LLC.	N	John Waltz	513-761-3343	<a href="mailto:jwaltz@forward-edge.net">jwaltz@forward-edge.net</a>	Ohio, KY, Indy	Reseller of ViewSonic products
OH	Netwave Corporation	N	Mark Goodson	(614)850-6300	<a href="mailto:mgoodson@netwavecorp.com">mgoodson@netwavecorp.com</a>	Ohio	Reseller of ViewSonic products
OH	Data Memory Marketing, Inc.	N	Ellen Clark	614.863.3667	<a href="mailto:ellen@data-memory.com">ellen@data-memory.com</a>	Ohio & Surrounding	Reseller of ViewSonic products
OH	Pyrinex, Inc.	N	Jim Seals	(614) 552-1055	<a href="mailto:jjim@pyrinex.com">jjim@pyrinex.com</a>	Ohio	Reseller of ViewSonic products
OH	Graydian Technologies	N	Norm Clark	330.497.7900	<a href="mailto:norm@graydian.com">norm@graydian.com</a>	Ohio	Reseller of ViewSonic products
OH	Link Computer Corporation	N	Don Nagle	(814) 742-7700	<a href="mailto:dnagle@linkcorp.com">dnagle@linkcorp.com</a>	PA, WV, Ohio, Surroundings	Reseller of ViewSonic Products
OK	Pathway Communications 720 VALLEY RIDGE CIR SUITE 13 LEWISVILLE, TX 75057	N (In process) / M	Harold Dalton	972-436-6161	<a href="mailto:harolddalton@verizon.net">harolddalton@verizon.net</a>	Statewide with offices in D/FW and Austin	Pathway is a statewide AV, cabling and network company that provides sales and service for ViewSonic. Digital signage, video and security specialist.
OK	M&A Technology 2045 CHENAULT DRIVE CARROLLTON, TX 75006	BL / M	Donna Shepard	469-226-5325	<a href="mailto:dshepard@macomp.com">dshepard@macomp.com</a>	North Texas, Central Texas, San Antonio, Houston and South Texas	M&A is a state wide organization that sells ViewSonic; coordinates support and service for ViewSonic. Network specialist.
OR	Bahfed Corp	Y	Ken Paul	503-208-8410	<a href="mailto:ken.paul@bahfed.com">ken.paul@bahfed.com</a>	Portland OR	Reseller of ViewSonic Products
PA	Softmart, Inc.	N	Sales Team	610.518.4000	<a href="mailto:govt@softmart.com">govt@softmart.com</a>	PA, NJ, surroundings	Reseller of ViewSonic Products
PA	Link Computer Corporation	N	Don Nagle	(814) 742-7700	<a href="mailto:dnagle@linkcorp.com">dnagle@linkcorp.com</a>	PA, WV, Ohio, Surroundings	Reseller of ViewSonic Products
PA	All Lines Technology	y - woman owned	Ralph DiFranco	614-818-9741	<a href="mailto:rdifranco@all-lines-tech.com">rdifranco@all-lines-tech.com</a>	Ohio, Pennsylvania, West Virginia	Reseller of ViewSonic Products
RI	Howard Computers P.O. BOX 1590 LAUREL, MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
SC	Howard Computers P.O. BOX 1590 LAUREL, MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
SD	Howard Computers P.O. BOX 1590 LAUREL, MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
TN	Catalyst Technology Group Usa, Inc.	Y - service-disabled veteran-owned	Russell Cooper	865-584-1333	<a href="mailto:rcooper@usacatalyst.com">rcooper@usacatalyst.com</a>	TN & surroundings	Reseller of ViewSonic products
TN	Chattanooga Business Machines	N	Lana Toomey	800-451-3336	<a href="mailto:ltoomey@cbmtn.com">ltoomey@cbmtn.com</a>	TN & surroundings	Reseller of ViewSonic products
TN	InfoSystems	N	Scott Davis	(423) 697-9513	<a href="mailto:scottd@infosystems.biz">scottd@infosystems.biz</a>	TN, GA, AL, & surroundings	Reseller of ViewSonic products
TN	Shields Electronic Supply, Inc.	N	David Shields	(865) 588-2421	<a href="mailto:david@shieldselectronics.com">david@shieldselectronics.com</a>	TN, VA, FL	Reseller of ViewSonic products
TN	Saratoga Technologies, Inc.	N	Eric Pardue	423.722.1728	<a href="mailto:eric.pardue@saratogaus.com">eric.pardue@saratogaus.com</a>	TN & VA	Reseller of ViewSonic products
TN	Accordant Technology	N	Tim Tyler	615.800.3480	<a href="mailto:tt Tyler@accordanttechnology.com">tt Tyler@accordanttechnology.com</a>	TN & surroundings	Reseller of ViewSonic products
TX	3-C Technology 3200 W, PLEASANT RUN ROAD STE 330 LANCASTER, TX 78146-1087	BL / M	Audley Logan Sr	972-230-4300	<a href="mailto:alogan@Team3C.com">alogan@Team3C.com</a>	North Texas, East Texas Central Texas	Sells and supports ViewSonic in N Texas, Central Texas and East Texas, coordinates all service and support issues with ViewSonic
TX	Abacus Computer 6 DESTA DRIVE SUITE 1350 MIDLAND, TX 79705	AS / M	MARK SINGH	432-687-5424	<a href="mailto:singhm@abacustx.com">singhm@abacustx.com</a>	West Texas, Panhandle and Central Texas	Sells and supports ViewSonic in West Texas, Panhandle and Central Texas, coordinates all service and support issues with ViewSonic. Network specialist.
TX	Advanced PC Products 2035 ROYAL LN SUITE 203 DALLAS, TX 75229	WO / F	Umit Adiguzel	972-241-2744 x318	<a href="mailto:umit@advpc.com">umit@advpc.com</a>	North Texas and Central Texas	Sells and supports ViewSonic in N Texas and Central Texas, coordinates all service and support issues with ViewSonic. Security specialist
TX	Aisys Consulting, LLC 1217 E HACKBERRY AVE MCALLEN, TX 78501	HI / F	Elizabeth Lopez Hernand	956-686-0101	<a href="mailto:elopez@aisysconsulting.com">elopez@aisysconsulting.com</a>	Rio Grande Valley, South Texas and San Antonio	Sells and supports ViewSonic the the RGV and South Texas; coordinates all service and support calls with ViewSonic.
TX	Austin Ribbon and Computer Supplies Inc 9211 WATERFORD CENTRE BLVD. STE. 202 AUSTIN, TX 78758	WO / F	Susan Hawk	512-452-0651	<a href="mailto:sue.hawk@arc-is.com">sue.hawk@arc-is.com</a>	Statewide with offices in D/FW, Austin and Houston	ARC is a state wide vendor that sells and support ViewSonic, and coordinates service and support calls. Network specialist
TX	Checkpoint Services 4120 RIO BRAVO ST SUITE 215 EL PASO, TX 79902	WO / F	Jim Carlisle	915-581-1185	<a href="mailto:jim.carlisle@checkpnt.com">jim.carlisle@checkpnt.com</a>	El Paso, West Texas, Panhandle, North Texas and Central Texas	Checkpoint covers El Paso and the rest of West Texas, and has recently opened a FT Worth office for support in North and Central Texas. SaaS specialist.
TX	Intech Southwest 4778 RESEARCH DRIVE SAN ANTONIO, TX 78240	HI / F	Kevin Reyher	210-690-0000	<a href="mailto:kreyher@intechsouthwest.com">kreyher@intechsouthwest.com</a>	San Antonio, Austin, South Texas	Intech covers San Antonio, South Texas and over to San Angelo. Network and VDI specialist.
TX	M&A Technology 2045 CHENAULT DRIVE CARROLLTON, TX 75006	BL / M	Donna Shepard	469-226-5325	<a href="mailto:dshepard@macomp.com">dshepard@macomp.com</a>	North Texas, Central Texas, San Antonio, Houston and South Texas	M&A is a state wide organization that sells ViewSonic; coordinates support and service for ViewSonic. Network specialist.

<u>State</u>	<u>ViewSonic TIPS Reseller</u>	<u>HUB Status</u>	<u>POC</u>	<u>Contact Phone</u>	<u>Contact Email</u>	<u>Service Area</u>	<u>Roles &amp; Responsibilities</u>
TX	Pathway Communications 720 VALLEY RIDGE CIR SUITE 13 LEWISVILLE, TX 75057	N (In process) / M	Harold Dalton	972-436-6161	<a href="mailto:harolddalton@verizon.net">harolddalton@verizon.net</a>	Statewide with offices in D/FW and Austin	Pathway is a statewide AV, cabling and network company that provides sales and service for ViewSonic. Digital signage, video and security specialist.
TX	Kynetic Technologies 101-C North Greenville Avenue #801 Allen, TX 75002	N (in process) / F	Matt McMahan	(214) 731-4090	<a href="mailto:matm@kynetictech.com">matm@kynetictech.com</a>	North Texas, Central Texas and East Texas	Kynetic provides services, AV and network support to K12 and local accounts. Supports North Texas and East Texas.
TX	Technology for Education LLC 658 ALLIANCE PARKWAY HEWITT, TX 76643-3585	WO / F	Teri Anderson	254-741-2744	<a href="mailto:teri.anderson@tfeconnect.com">teri.anderson@tfeconnect.com</a>	Statewide with offices in D/FW, Waco and Austin	TFE is an AV and networking company that provides sales and service to rural customers from the Red River to San Antonio. AV, VDI and network specialists.
TX	Countertrade Products Inc. 14305 ROLLING HILLS LN ROSHARON, TX 77583	N	Joe Boglino	800-444-9710	<a href="mailto:jboglino@countertrade.com">jboglino@countertrade.com</a>	Houston and Denver CO	Countertrade provides ViewSonic products to state and local governments, and coordinates service and support.
TX	Howard Computers P.O. BOX 1590 LAUREL, MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
TX	Master Audio Visuals 2135 GILMER ROAD LONGVIEW, TX 75604	N	Eric Stageman	214-679-3173	<a href="mailto:ericstageman@masterav.com">ericstageman@masterav.com</a>	East Texas, Houston and D/FW	Master AV supports East Texas and North Texas for AV design and network support. Coordinates service and support for ViewSonic customers.
UT	Howard Computers P.O. BOX 1590 LAUREL, MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
VA	Panamerica Computers, Inc.	Y - SBA,, EDWOSB, WOSB and a Minority-Owned compan	Trent Nicholson	(540)635-4402	<a href="mailto:tnicholson@pcitec.com">tnicholson@pcitec.com</a>	VA, NJ, DC, and surroundings	Reseller of ViewSonic Products
VA	Betis Group, Inc.	Y - Small Disadvantaged Business	Tom Lyons	703.532.2008	<a href="mailto:tlyons@betis.com">tlyons@betis.com</a>	VA & surroundings	Reseller of ViewSonic Products
VA	Red River	Y	Dave Levin	703-476-6300	<a href="mailto:dave.levin@redriver.com">dave.levin@redriver.com</a>	NH, VA areas	Reseller of ViewSonic Products
VA	Computer Mission, Inc.	N	Sales Team	(703) 272-8148	<a href="mailto:sales@compumission.com">sales@compumission.com</a>	VA & surroundings	Reseller of ViewSonic Products
VT	Howard Computers P.O. BOX 1590 LAUREL, MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
WA	Howard Computers P.O. BOX 1590 LAUREL, MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
WI	Howard Computers P.O. BOX 1590 LAUREL, MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.
WV	Paramount Technologies, Inc.	Yes- steel/mining	Sales Team	(800) 891-4949	<a href="mailto:sales@paramounttechnologiesinc.com">sales@paramounttechnologiesinc.com</a>	WV, PA	Reseller of ViewSonic products
WV	Link Computer Corporation	N	Don Nagle	(814) 742-7700	<a href="mailto:dnagle@linkcorp.com">dnagle@linkcorp.com</a>	PA, WV, Ohio, Surroundings	Reseller of ViewSonic Products
WY	Howard Computers P.O. BOX 1590 LAUREL, MS 39441	N	Melissa Ward	601-425-3151	<a href="mailto:bids@howardcomputers.com">bids@howardcomputers.com</a>	Ellisville MS	Howard Computers sells ViewSonic statewide with local reps in major cities. Coordinates service and support for ViewSonic.



**ALL SALES CALLS WILL BE DIRECTED TO THE TWO INDIVIDUAL VENDOR CONTACTS LISTED BELOW. THESE TWO CONTACTS WILL BE RESPONSIBLE FOR KNOWING THE TIPS CONTRACT AND CONTRACT PRICING. THESE NAMES WILL BE LISTED ON THE TIPS WEBSITE AS PRIMARY AND SECONDARY CONTACTS FOR THE AWARDED CONTRACT.**

**Primary Contact:**

Name: Walter Pearson  
 Title: Regional Business Mgr  
 Email: WALTER.PEARSON@viewsonic.com  
 Phone: 469-571-7760  
 Fax: \_\_\_\_\_  
 Mobile: 469 571-7760

**Secondary Contact:**

Name: Josh Price  
 Title: Territory Manager  
 Email: JOSH.PRICE@VIEWSONIC.COM  
 Phone: 310-908-3887  
 Fax: \_\_\_\_\_  
 Mobile: 310-908-3887

**Administrative Fee REPORTING TO TIPS – You will receive a Monthly Report by Email to submit with a check for 2% on all sales that go through this contract. Please list below who will be responsible for collecting and reporting these sales to TIPS:**

Contact person: Bodil Chen Kao  
 Email: bodil.Chenkao@viewsonic.com  
 Telephone: 909-444-8978

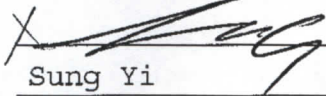
**WORDS FOR "SEARCH ENGINE" - Please list words to be posted on your company's page on the TIPS website (if you receive an award from this proposal). Words may be product names, manufacturers, or other words that are associated with the category of award. YOU MAY NOT LIST NON-CATEGORY ITEMS. Words to be included in the Search Engine for my Company (Limit 500 words):**

ViewSonic, monitor, projector, ePoster, digital signage, large format displays, LFD, Smart monitors, Android, touch monitors, XGA, WXGA, SVGA, 1080p, 720p, 16:9, 4:3, 16:10 IPS, FDS, ergonomic, tilt, swivel, portrait, landscape, wired, wireless, media player, video wall, 3D, short throw, long throw, lens, lenses, DLP, filters, no filters Citrix, VMWare, Xenmobile, Teradici, RemoteFX, control system, dual display, daisy chain, VGA, DVI, HDMI, Display Port, MHL, Airplay, wall mount, ceiling mount, VESA, EPEAT, Energy Star, Eco, speaker, Kiosk, portable

# CONTRACT Signature Form

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices quoted unless noted in writing. The undersigned further certifies that he or she is an authorized agent of the company and has authority to negotiate and contract for the company named below.

Note: The information in BOLD will be the PRIMARY COMPANY INFORMATION listed on the Vendor Page.

<b>Company name</b>	ViewSonic Corporation
<b>Mailing Address</b>	Ten Pointe Drive, Ste 200
<b>City/State/Zip</b>	Brea, CA 92821
<b>Telephone No.</b>	(909) 444-8888
<b>Fax No.</b>	
<b>E-mail address</b>	sung.yi@viewsonic.com
<b>Authorized signature</b>	
<b>Printed name</b>	Sung Yi
<b>Position with company</b>	CFO
<b>EMAIL FOR ALL PO's WILL BE SENT</b>	<u>Email</u> walter.pearson@viewsonic.com
<b>Person Responsible for PROCESSING PO's</b>	<u>Name</u> Walter Pearson
<b>Telephone to Contact the PO Person</b>	<u>Phone</u> (469) 571-7760
<b>Company Website</b>	www.viewsonic.com

**It is very important that if the PO person changes that TIPS is notified immediately.**

This contract is for a total TERM of three years, but is reviewed and renewed every 12 months. Vendors shall honor the participation fee for any sales made based on the TIPS contract. Failure to pay the fee will be grounds for termination of contract and will affect the award of future contracts.

Blenda McMatt  
TIPS Authorized Signature

12-19-14  
Date

David Wayne Fitts  
Approved by Region VIII ESC

12-19-14  
Date





ViewSonic References for Audio Visual

Region 14 ESC  
Parkland Hospital  
Flatonia ISD

Robb McClellan  
Richard Clickenbeard  
Nicole Ramirez

IT Director  
Technology Purchasing  
Dir of Technology

(325) 675-8681  
(214) 590-0582  
(361) 865-2941

[mcclellan@esc14.net](mailto:mcclellan@esc14.net)  
[richard.clickenbeard@phhs.org](mailto:richard.clickenbeard@phhs.org)  
[namirez@flatonia.txed.net](mailto:namirez@flatonia.txed.net)

ViewSonic's Industry leading

[Desktop Monitor  
Pixel Policy](#)Click Here for the  
[Smart Display  
Limited Warranty](#)

# Limited Warranty

**ViewSonic® Limited Warranty**  
(Current Production Models. U.S.A. and Canada Only)**What the warranty covers:**

ViewSonic warrants its products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic will, at its sole option, repair or replace the product with a similar product. Replacement Product or parts may include remanufactured or refurbished parts or components. The replacement unit will be covered by the balance of the time remaining on the customer's original limited warranty. ViewSonic provides no warranty for any third-party software whether included with the product or installed by the customer, installation of any unauthorized hardware parts or components (e.g. Projector Lamps). (Please refer to: "What the warranty does not cover" section)

**How long the warranty is effective:**

1. ViewSonic LCD computer display products carry a three (3) year limited warranty for parts, labor and LCD backlight. In order to receive warranty service, proof of purchase of the ViewSonic product is required. To obtain warranty service, please contact ViewSonic Customer Support.
2. ViewSonic LCD desktop display products are warranted with our LCD Pixel Performance Guarantee. Through this limited warranty, you are guaranteed high-quality screen performance with no more than a total of three (3) improperly operating pixels and no more than two (2) bright or two (2) dark pixels.
3. ViewSonic projectors are warranted for three (3) years from the date of first consumer purchase for parts and labor and one (1) year limited lamp warranty. Lamp warranty is subject to terms and conditions, verification and approval. Applies to manufacturer's installed lamp only. All accessory lamps purchased separately are warranted for 90 days.
4. ViewSonic LCD TV display products are warranted for one (1) year for parts, labor and LCD backlight.
5. ViewSonic PC products are warranted for one (1) year for parts and labor.
6. ViewSonic ViewPad® products are warranted for one (1) year for limited parts and labor. ([Learn More](#))
7. ViewSonic ePoster Products are warranted for one (1) year from the date of first consumer purchase for parts and labor.\*
8. ViewSonic networking products are warranted for one (1) year for parts and labor.
9. ViewSonic Commercial Display products are warranted for three (3) years from the date of first consumer purchase for parts and labor.
10. ViewSonic accessory products carry limited warranties. See the product page for additional detail by model.
11. All brand new ViewSonic products carry a thirty (30) day "Dead on Arrival" ("DOA") warranty policy such that a new replacement unit will be provided if the Product is found to be non-operational within thirty (30) days of purchase and freight shall be covered both ways by ViewSonic.
12. All ViewSonic refurbished "B" grade products carry a ninety (90) day limited warranty on parts and labor.
13. All ViewSonic refurbished "C" grade products are sold "As Is" and carry a thirty (30) day DOA policy for direct buy customers only.
14. No warranty on AS-IS C-stock for end users.

\*42" and larger ePoster Products require On-site services in U.S. and Canada. Service may not be available in locations 40 miles outside a major metropolitan area. In the event repairs cannot be performed on-site, you may be required to ship/transport your covered product to a designated repair center.

**Who the warranty protects:**

This warranty is valid only for the first consumer purchaser.

**What the warranty does not cover:**

- Any product on which the serial number has been defaced, modified or removed.
- Damage, deterioration or malfunction resulting from:
  1. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
  2. Repair or attempted repair by anyone not authorized by ViewSonic.
  3. Damage to or loss of any programs, data or removable storage media.
  4. Software or data loss occurring during repair or replacement.
  5. Any damage of the product due to shipment.
  6. Removal or installation of the product.
  7. Causes external to the product, such as electric power fluctuations or failure.
  8. Use of supplies or parts not meeting ViewSonic's specifications.
  9. Normal wear and tear.
  10. Failure of owner to perform periodic product maintenance as stated in User Guide, such as cleaning of user-cleanable projector filters.
  11. Any other cause which does not relate to a product defect.
  12. Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
  13. Software - Any third-party software included with the product or installed by the customer.
  14. Hardware/Accessories/Parts/Components - Installation of any unauthorized hardware, accessories, consumable parts or components (e.g. Projector Lamps).
  15. Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in product User Guide.
- Removal, installation, and set-up service charges, including wall-mounting of product.

**How to get service:**

- For information on obtaining warranty service, please visit our [support center](#).
- Your unit must have a Returned Material Authorization number (RMA#) assigned by our Support team.
- Please be prepared to provide the below information when obtaining an RMA# for service:
  1. The serial number of the product.
  2. A copy of the dated sales slip.
  3. Your name.



**Limited Warranty**

4. Email address
  5. Phone number.
  6. Your ship to address,
  7. A description of the problem you are experiencing
  8. Security access information (user name and Password) if service is for a mobile or wireless device in order to access the device and perform warranty service.
- You may ship the product prepaid in the original container, with the associated accessories, to ViewSonic or any ViewSonic authorized service center, referencing your RMA#.
  - ViewSonic is not responsible for any returned product without an assigned RMA.
  - ViewSonic is not responsible for any damages in transit by your shipper.
  - Insurance of the returning product is recommended should you experience any transportation claim from the carrier you select.
  - For additional information or the name of the nearest ViewSonic service center, please [contact us](#).
  - ViewSonic is not responsible for any returned product without an assigned RMA.

**Limitation of implied warranties:**

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

**Exclusion of damages:**

VIEWSONIC'S LIABILITY IS LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE PRODUCT.

VIEWSONIC SHALL NOT BE LIABLE FOR:

1. DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECTS IN THE PRODUCT,
2. DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL LOSS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
3. ANY OTHER DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.
4. ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.

**Effect of local law:**

This warranty gives you specific legal rights, and you may also have other rights which vary from locality to locality. Some localities do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

**Sales outside the U.S.A. and Canada:**

For ViewSonic products sold outside the U.S. and Canada, contact your ViewSonic dealer or your region for more warranty information and service for your country. Look up [our locations](#) here.



**Congratulations on the purchase of your new ViewSonic product!** In addition to ViewSonic's outstanding Standard Limited Warranty, under our ViewCare<sup>SM</sup> Program, we offer several additional Warranty and Service options to protect your investment:

**Once you have made your purchase of a ViewSonic *Extended Warranty* or *Express Exchange*<sup>®</sup> *Service* (valid only in the U.S. and Canada), your request will be processed as follows:**

1. ViewSonic will fax, mail or email you the *ViewCare*<sup>SM</sup> *Registration Form* (according to your request).
2. You'll need to fill out the *ViewCare*<sup>SM</sup> *Registration Form* to include your product's Model Number and Serial Number, and send it back to us by:

Facsimile : 909-444-5695  
Email : [Viewcare@viewsonic.com](mailto:Viewcare@viewsonic.com)  
US Mail : ViewSonic Corporation  
ViewCare Extended Warranty  
10 Pointe Dr.  
Brea, CA 92821 USA

Please retain a copy of your completed *ViewCare*<sup>SM</sup> *Registration Form* for future use.

3. ViewSonic will send you an *Enrollment Confirmation Letter* detailing your ViewCare<sup>SM</sup> Program description within five (5) to ten (10) business days. (It is important to note that each registered product will be tracked by Serial Number, so it is important that you have this number handy when you call for service).

If you have any questions or need additional assistance with your order, please contact ViewSonic Customer Support by telephone at:

(888) 668-8899 during the hours of 6:00 AM PST to 5:00 PM PST, Mon – Fri,  
(800)-688-6688 after 5:00 PM PST, or  
via email at [viewcare@viewsonic.com](mailto:viewcare@viewsonic.com).





## ViewSonic ViewCare<sup>SM</sup> Service Options and Availability

	<b>Standard Warranty (Included)</b>	<b>Extended Warranty (Availability)</b>	<b>Express Exchange<sup>®</sup> Coverage (Availability)</b>	<b>Extended Warranty with Express Exchange<sup>®</sup> (Availability)</b>
<b>LCD Models</b>	3 Years	Years 4, 5 and 6 Available	3 Years Available	Years 4 and 5 Available
<b>Projectors</b>	3 Years Parts & Labor, 1 Year Lamp, 1 <sup>st</sup> Year Express Exchange <sup>®</sup>	Years 4 and 5 Available	Years 2 and 3 Available	Years 4 and 5 Available
<b>Projector Lamps</b>	1 Year Lamp	Years 2 and 3 available	Not Available	Not Available
<b>LCD TV</b>	1 year	Years 2 and 3 available	Year 1 Available for products <32" in size	Years 2 and 3 Available
<b>Tablet PC</b>	1 year	Not Available	Not Available	Not Available
<b>Digital Photo Frame</b>	1 year	Not Available	Not Available	Not Available
<b>Touch Display &amp; Smart Display</b>	3 Years	Years 4 and 5 Available	3 Years Available	Years 4 and 5 Available
<b>Thin Client</b>	3 Years	Years 4 and 5 Available	3 Years Available	Years 4 and 5 Available
<b>Zero Client</b>	3 Years	Years 4 and 5 Available	3 Years Available	Years 4 and 5 Available
<b>PC Mini</b>	1 year	Years 2, 3 & 4 Available	Year 1 Available	Years 1, 2 & 3 Available
<b>All-in-One PC</b>	1 year	Not Available	Not Available	Not Available
<b>Commercial Display</b>	3 Years	Years 4 and 5 Available	Year 3 Available for products <42" in size	Not Available
<b>ePoster</b>	1 year	Years 2 and 3 Available	Not Available	Not Available
<b>Media Player</b>	1 year	Years 2 and 3 Available	Not Available	Not Available



## ViewSonic ViewCare<sup>SM</sup> Service Options Program Coverage for the U.S.A. and Canada

### ViewCare<sup>SM</sup> Program Agreement

ViewCare<sup>SM</sup> service options are offered for purchase on eligible products to all ViewSonic Corporation customers within the United States and Canada, pursuant to the terms of this agreement. Throughout this agreement, "ViewSonic" refers to ViewSonic Corporation, with corporate offices at 10 Pointe Dr. Brea, California 92821. You may contact us via telephone at (800) 688-6688. The term "you," "your and/or Customer" refers to the individual registered for ViewCare<sup>SM</sup> service, *Extended Warranty Service* or *Express Exchange<sup>®</sup> Service* or any combination thereof (All of the foregoing programs are henceforth individually or collectively referred to as "ViewCare<sup>SM</sup> Program").

The ViewCare<sup>SM</sup> Program is comprised of three service options, the terms of which are set forth and explained in greater detail below. The first option is ViewSonic's Extended Warranty Service which extends the lifetime of the Standard Limited Warranty. The second option is ViewSonic's Express Exchange<sup>®</sup> Service which, in the event ViewSonic determines your product is defective under the applicable warranty, allows you to receive a refurbished replacement within two (2) business days instead of having to wait for repairs or replacement. (Certain restrictions apply. Please see Express Exchange<sup>®</sup> Service for more details.) The third option is a combination of both EE & EW. ViewCare<sup>SM</sup> Program options are subject to the terms and conditions which are set forth below under their respective headings. Subject to product eligibility, ViewCare<sup>SM</sup> Programs may be combined, and more than one ViewCare<sup>SM</sup> Program option may be purchased for each product. The ViewCare<sup>SM</sup> Program is only available for the original purchaser of a new ViewSonic product in the United States or Canada, and is not available for used, second-hand or refurbished products.

**1. Extended Warranty Service** is an additional period of time and/or extension to ViewSonic's Standard Limited Warranty that may be provided with each ViewSonic product. Not all ViewSonic products are eligible for Extended Warranty Service. Please see the Service Options and Availability chart to determine whether your product is eligible for this service. If you have purchased the Extended Warranty Service, and it is determined by ViewSonic Customer Support that your original product requires replacement, the remaining balance of time under the Extended Warranty Service will also cover the replacement product(s), provided that the replacement is furnished by ViewSonic. The warranty period, including any extended warranty period thereof, is calculated from the date of your original product purchase. Please note that neither ViewSonic's Standard Limited Warranty, nor any Extended Warranty Service is automatically extended from the date of replacement. The date of expiration shown on your *Enrollment Confirmation Letter* will remain the same.

**2. Express Exchange<sup>®</sup> Service** is offered to all ViewSonic customers within the United States and Canada for purchase on eligible products pursuant to the terms set forth herein, and in conjunction with a valid warranty. In the event your product manifests a covered defect during the term of the Standard Limited Warranty, ViewSonic will replace the defective product instead of you having to wait for diagnostics and repairs. Please see the Service Options and Availability chart to determine whether your product is eligible for this service. Express Exchange<sup>®</sup> Service provides you with a comparable refurbished unit, usually shipped within two (2) business days of the your phone call, provided that the call is received by 12:00 p.m., Pacific Time (Saturdays, Sundays and major U.S. and Canadian Holidays are excluded from the 48 hour Service guarantee). Delivery in certain areas may be delayed due to the shipper's practices and/or customs clearance. Delays beyond ViewSonic's control, including but not limited to shipper's practices, natural disasters, and customs clearance delays, are excluded from the Express Exchange<sup>®</sup> Service guarantee. The refurbished replacement unit will be covered for the balance of time remaining on your Standard Limited Warranty (calculated from the date of original product purchase unless otherwise specified by ViewSonic).





**NOTE THAT BY ENROLLING IN THE EXPRESS EXCHANGE<sup>®</sup> SERVICE PROGRAM, CUSTOMER AGREES TO ACCEPT A REFURBISHED REPLACEMENT PRODUCT INSTEAD OF THE RETURN OF THE ORIGINAL PRODUCT OR A REPLACEMENT PRODUCT IN NEW CONDITION. THE CUSTOMER'S ORIGINAL, DEFECTIVE PRODUCT WILL NOT BE RETURNED AND SHALL BECOME THE PROPERTY OF VIEWSONIC.**

**HOW THE EXPRESS EXCHANGE<sup>®</sup> SERVICE WORKS:**

When you call ViewSonic Customer Support, you will be issued an RMA number, which will be your "Case Number," and is the best number to present when contacting ViewSonic. Once it has been determined that Customer has a defective product covered under the applicable warranty, ViewSonic will arrange for delivery of a refurbished replacement unit to Customer's location, and for the return of the defective product. Under this service, the cost of shipping the refurbished replacement product to the customer's location, as well as the return shipping cost of the defective product (only applicable when shipping to and from the same location), are covered by ViewSonic. However, ViewSonic will not be responsible for shipping costs UNLESS shipping has been arranged and managed by ViewSonic's Customer Support. When you receive your replacement product, ViewSonic will include a Return Shipping Label, to be used for the return of your defective product.

To ensure return of the defective product registered under the Program, a credit card "hold" will be placed against Customer's credit card for the value of the refurbished replacement unit, and is required before the refurbished replacement product can be shipped. Your credit card will not be charged, unless (a) you fail to return the defective product to ViewSonic within fifteen (15) calendar days from receipt of the replacement product and in the manner specified by ViewSonic, (b) the serial number of the returned product does not match that of the registered product; and/or (c) the defective product is returned with missing components. If Customer returns the defective product with missing components, a credit card charge will be made as described under the "Product Return Provisions" below.

**3. Extended Warranty with Express Exchange<sup>®</sup> Service** is offered for purchase to all ViewSonic customers within the United States and Canada ONLY pursuant to the terms of this agreement. For those customers who wish to extend the lifetime of their Standard Limited Warranty, but with the added convenience of Express Exchange<sup>®</sup> Service, this ViewCare<sup>SM</sup> Service provides a simple solution to purchase both the Extended Warranty and the Express Exchange<sup>®</sup> Service in one package. The Extended Warranty with Express Exchange<sup>®</sup> Service gives the extra time provided by the Extended Warranty, and also includes the convenience of expedited exchanges as described under the Express Exchange<sup>®</sup> Service description, and according to the length of time purchased as indicated in your *Enrollment Confirmation Letter*.

**HOW THE EXTENDED WARRANTY WITH EXPRESS EXCHANGE<sup>®</sup> SERVICE WORKS:**

Customers in the United States and Canada have the option of purchasing the Express Exchange<sup>®</sup> Service for up to three years, depending on the combined length of the ViewSonic Standard Limited warranty and any Extended Warranty you opt to purchase. For example, if Your Standard Limited Warranty is for one year and you purchase an Extended Warranty of an additional one year, you may only purchase the Express Exchange<sup>®</sup> Service for two years. Service Program details are described above for each the Extended Warranty and Express Exchange<sup>®</sup> Service. Please see the corresponding descriptions for more details.





**The "Fine Print" for all ViewCare<sup>SM</sup> Service Programs**  
(The following terms and conditions apply to all ViewCare<sup>SM</sup> Programs)

**LIMITATION OF LIABILITY:**

ViewSonic expressly disclaims any and all liability for delays in shipping and/or any resulting damage(s) due to loss of use for any and all reasons. In no event will the Administrator, Obligor, Insurer, and any and all of their present, former and future representatives be liable for special, indirect, incidental or consequential damages relating directly or indirectly to this agreement. To the extent permitted by applicable law, ViewSonic and any and/or all of its representatives, former and future employees, shall be held free of any and all liability, if any, of allegedly defective products or parts not herewith described, and such liability shall be limited to repair or replacement of the product or part at ViewSonic's sole discretion, and the liability of ViewSonic, Administrator, Obligor, or Insurer, if any, for damages relating to any defective product or part shall not exceed the original purchase price of the alleged defective product and/or part(s). In any event, ViewSonic's maximum liability to you under any warranty and/or guarantees will not exceed the original purchase price of your ViewSonic product. **THIS AGREEMENT IS THE SOLE EXPRESSION OF WARRANTY WITH RESPECT TO THE COVERED PRODUCT(S), AND ANY AND ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXPRESSLY DISCLAIMED.** ViewSonic makes no warranties and/or guarantees, expressed or implied, which extend beyond the descriptions contained herein. The ViewCare<sup>SM</sup> Service Programs in no way expand or enhance the applicable Standard Limited Warranty except as specifically set forth in this agreement. Additional information may be requested at the time of enrollment or service request.

All ViewCare<sup>SM</sup> Service Programs, product eligibility, Program specifications, availability and pricing are subject to change without notice. Selection, offers and Programs may vary by country; please see your ViewSonic representative for complete ViewCare<sup>SM</sup> Program details.

**ENROLLMENT AND COVERAGE:**

All ViewCare<sup>SM</sup> Service Programs may only be purchased by the original Product purchaser and must be purchased **within ninety (90) days of the product's original purchase date.** ViewCare<sup>SM</sup> Service Programs are available for purchase on new ViewSonic products only. Once enrolled, the standard Express Exchange<sup>®</sup> Service Program is valid during the original product's Standard Limited Warranty term. The Extended Warranty Service extends the lifetime of the ViewSonic Standard Limited Warranty for the additional amount of time purchased. The Extended Warranty with Express Exchange<sup>®</sup> Service will extend the lifetime of the ViewSonic Standard Limited Warranty for the additional amount of time purchase, and provide Express Exchange<sup>®</sup> Service purchased for the same period of time.

Extended Warranty Service, Express Exchange<sup>®</sup>, or Extended Warranty with Express Exchange<sup>®</sup>, Service Programs are available to the original owner of the product and for new product purchases only and is not transferable. All ViewCare<sup>SM</sup> Service Program purchases must be registered with ViewSonic Customer Support along with each product's serial number for which such Service has been purchased. Upon proper completion of the required documentation and verified receipt of payment, ViewSonic Customer Support will issue you an *Enrollment Confirmation Letter* for your purchased Program as confirmation of your purchase. The *Enrollment Confirmation Letter* will be mailed to you or to the appropriate reseller, according to the originator of the request. Direct or non-direct resellers opting to purchase a Program(s) directly from ViewSonic versus purchasing the Program offer via our distribution partners must pre-pay or purchase all Programs by an approved credit card, unless otherwise agreed to by ViewSonic. Any serial number not registered for ViewCare<sup>SM</sup> Service Programs will be limited to the Standard Limited Warranty terms. **Purchase date and Coverage Periods will be outlined/highlighted in your Enrollment Confirmation Letter which will be mailed out to Customer within five (5) to ten (10) business days from the date the order was placed.**

The Standard Limited Warranty, as well as all ViewCare<sup>SM</sup> Programs, are only valid for the product serial number registered at the time of enrollment OR the product serial number of any subsequent replacement unit provided by





ViewSonic. Each ViewCare<sup>SM</sup> Service Program purchased is only valid for one product at a time, and Service Programs must be purchased separately for each ViewSonic product.

#### WHAT IS NOT COVERED

EXCEPT FOR THE TYPES OF PHYSICAL DAMAGE SPECIFICALLY COVERED UNDER THE EXTENSION OF THE WARRANTY PERIOD PURCHASED UNDER A VIEWSONIC VIEWCARE<sup>SM</sup> SERVICE PROGRAM, NO VIEWCARE<sup>SM</sup> SERVICE PROGRAM IS INTENDED TO EXPAND OR ENLARGE THE TERMS AND CONDITIONS OF VIEWSONIC'S STANDARD LIMITED WARRANTY APPLICABLE TO YOUR PARTICULAR PRODUCT. ANY AND ALL EXCLUSIONS LISTED IN THE STANDARD LIMITED WARRANTY APPLY. PLEASE CONSULT YOUR USERS GUIDE FOR FURTHER DETAILS REGARDING YOUR PRODUCT'S STANDARD LIMITED WARRANTY. IN ADDITION TO THE FOREGOING, THE FOLLOWING LOSS OR DAMAGE IS NOT COVERED:

- Physical damage and/or user abuse are not covered under any ViewCare<sup>SM</sup> Service Program, and/or are not considered a manufacturer's defect. Additionally, no ViewCare<sup>SM</sup> Service Program covers normal wear and tear due to usage, and/or cosmetic damage, and/or any other damage that does not affect functionality, as well as damage resulting from the use of Your ViewSonic product in a manner for which it was not intended.
- Loss of, or damage to, the covered product due to mishandling, improper packaging by you, alteration, accident, electrical current fluctuations or failure to follow operating, maintenance or environmental instructions prescribed in the covered product's User Manual. In the event that ViewSonic determines, in its sole discretion, that the return product is damaged due to one or more of these excluded causes, your credit card will be charged for the cost of the refurbished replacement product, if one has been shipped and/or provided to you via the Express Exchange<sup>®</sup> Service option.
- ViewSonic will not be responsible for any damage to, loss of, or consequential loss from the inability to use, any programs, data or other information stored on any media or any part of any Product serviced hereunder. ViewSonic makes no representations or warranties whatsoever to keep confidential or secure any data stored on any media or any part of any Product serviced hereunder. ViewSonic will not be responsible for and hereby disclaims any and all liability for damage or loss to software, data, Programs, removable media, consumables, portable docking stations (other than integrated docking bases which are covered under the Plan), carrying cases, or non-ViewSonic-branded products such as joysticks, printers, and/or scanners, that may occur as a result of repairs to, and/or by the replacement of any defective product. In order to avoid any and such losses or damages, please make a back-up of any and/or all data(s) and Programs before returning your product to ViewSonic for replacement and/or repair(s).
- Image burn-in and/or defective pixels/sub-pixels are not considered a manufacturer's defect. For a complete review of the details regarding the industry standard methodology ViewSonic uses to determine defective pixels/sub-pixels please visit our on-line Customer Support database at <http://www.viewsonic.com/support>.



**TECHNICAL SUPPORT PROVISIONS:**

Only authorized ViewSonic technicians may perform service and support to ViewSonic products. Any service performed by someone other than ViewSonic will immediately void any and all Warranties, including but not limited to the ViewCare<sup>SM</sup> Service Programs purchased by the customer. For more details, please see "Cancellation Terms."

**Additional Provisions Applicable for ViewSonic Plasma and LCD TV Products:**

The customer is responsible for ensuring that the plasma is accessible at floor level prior to arrival of the technician. The technician will not be responsible for removing or replacing the unit into any mounting system. Charges may apply if the on-site technician finds no defect.

**Additional Provisions Applicable for ViewSonic Projectors:**

Lamps are not covered under any of the service Programs listed. A ViewSonic projector returned under any of these service Programs found to be nonfunctional due to a bad lamp will be subject to a \$499.00 fee to cover expenses. Projectors returned and defective due to a dirty filter are subject to a fee to cover expenses. ViewSonic recommends that filters are cleaned as part of the regular maintenance and care of your projector.

**PRODUCT RETURN PROVISIONS:**

If for any reason, ViewSonic is unable to repair or replace your product and/or any parts for your ViewSonic purchase, ViewSonic may, at its sole discretion and option, replace your ViewSonic product with a new or serviceably used, and/or refurbished ViewSonic product, comparable in function and performance to your originally purchased ViewSonic product, subject to availability in stock.

The customer is responsible for shipping costs for the return of the defective product to ViewSonic under the Standard Limited Warranty and Extended Warranty Service options, unless your product is covered by a valid Express Exchange<sup>®</sup> Service.

For ViewCare<sup>SM</sup> Service Programs that include Express Exchange<sup>®</sup>, and/or an advance replacement arranged by ViewSonic, a hold will be placed on the credit card provided by Customer for the value of the product shipped, until the defective unit is returned to ViewSonic. When returning any and/or all defective product(s) back to ViewSonic, you must include all parts and components, and in its original packaging. Charges for missing components will be billed to your credit card based on the following rates:

Remote control (LCDTV)	\$30.00/each
(Projector)	\$150.00/each
Soft Carrying Case (Projector)	\$50.00/each
(Tablet PC or Wireless Display)	\$10.00/each
AC Adapter (where applicable)	\$50.00/each
Audio Cable	\$15.00/each
RCA Cable	\$25.00/each
DVI Cable	\$40.00/each
S-Video Cable	\$20.00/each
AV Component Cable	\$25.00/each
Power Cable	\$10.00/each
VGA Cable (display/projector)	\$10.00/each
Projector Lamp	\$499.00/each
User Guide/Manual (all products)	\$20.00/each
Lens Cap (Projector only)	\$10.00/each





**CANCELLATION TERMS:**

All ViewCare<sup>SM</sup> Service Program options may be cancelled at any time for any reason. Cancellation requests may be submitted via email to [viewcare@viewsonic.com](mailto:viewcare@viewsonic.com) or in writing, addressed to:

**ViewSonic Corporation**  
Customer Support  
Warranty Cancellation  
10 Pointe Drive  
Brea, CA. 92821

Please attach a copy of your *Enrollment Confirmation Letter*, which includes the product's serial number and Program details. Unless otherwise specified by applicable law, if the Program is cancelled within thirty (30) days after receipt of your Enrollment Confirmation Letter, a full refund will be issued less the cost of any parts/services that would not normally be covered under ViewSonic's Standard Limited Warranty and were provided during the first thirty (30) days.

If Customer cancels any ViewCare<sup>SM</sup> Service Program(s) after the initial thirty (30) days from the date of receipt of the Enrollment Confirmation Letter, ViewSonic will refund a pro-rata portion of the Program purchase price based on the time expired, minus a cancellation charge of twenty five dollars (\$25) or ten percent (10%) of the original purchase price (whichever is less), and minus the cost of any parts/services actually provided prior to cancellation that would not normally be covered under ViewSonic's Standard Limited Warranty, if one is still in effect.

In the event that your ViewSonic product was serviced by a technician not authorized by ViewSonic, you must notify ViewSonic in writing and request a cancellation of your ViewCare<sup>SM</sup> Service Program. Should you fail to notify ViewSonic in a timely manner, ViewSonic shall not be obligated to return any monies in full, or in part, for the period lapsed in which ViewSonic was not notified, in writing, and/or had no knowledge of your voided warranty.

ViewSonic may cancel this Program for fraud, material misrepresentation or non-payment by Customer, or if required to do so by a regulatory authority. Should ViewSonic cancel this Program, the Customer will receive a written thirty (30) day's advance notice of cancellation and, indicating any applicable refunds as mentioned above. Additionally, ViewSonic has no obligation to extend coverage of any Service Program, beyond those dates indicated in your *Enrollment Confirmation Letter*.

**CALIFORNIA RESIDENTS:** ViewSonic Corporation is the Obligor under this Program. ViewSonic will be the Administrator and can be contacted at 10 Pointe Dr. Brea, California 92821, telephone (800) 688-6688. California residents may also contact the California Bureau of Electronic and Appliance Repair (BEAR) to learn more about dispute resolutions. BEAR can be contacted at 1-800-952-5210, or by mail to: Department of Consumer Affairs, 3485 Orange Grove Avenue, North Highlands, California 95660; or visit their website at [www.bear.ca.gov](http://www.bear.ca.gov).