

**GENERAL SERVICES ADMINISTRATION**  
**FEDERAL SUPPLY AND SERVICE**  
**AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address GSA Advantage! is: [GSAAdvantage.gov](http://GSAAdvantage.gov).

**Multiple Award Schedule**

**Office Management**

**PSC 3610 Audio Visual Products**

**STANDARD INDUSTRY GROUP: Various**

**Contract Number 47Q SMA18D08Q1**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

**Contract Period – May 4, 2018 through May 3, 2023**

**Contractor**

**Federal Merchants Corp**

350 Canal Walk, Suite B

Indianapolis IN 46202

Telephone: 317-288-3150 Fax: 317-288-3149

[www.federalmerchants.com.com](http://www.federalmerchants.com.com)

SBA Certified HUBZone Small Business, Small Disadvantaged Business

<b>Customer Information</b>		
1. Special Item Numbers	334310	Professional Audio/Video Products
	OLM	Order-Level Materials (OLM)
2. Maximum Order	\$ 999999999	
3. Minimum Order	\$100	
4. Geographic coverage (delivery area)	W - WorldWide	
5. Point(s) of production (city, county, and State or foreign country)	All products are TAA Compliant	
6. Discount from list prices or statement of net price	All Prices are 20% off of the commercial list price	
7. Quantity discounts	None	
8. Prompt payment terms	Net 30 Days	
9. Notification of Government purchase card threshold	Government purchase cards are accepted at or below the micro-purchase threshold	
10. Foreign items (list items by country of origin)	N/A	
11. A. Time of Delivery	Within 5 Business Days of Order	
B. Expedited Delivery	Items available for expedited delivery are noted in this price list	
C. Overnight and 2-day delivery	Schedule customer may contact the Contractor for rates for overnight and 2-day delivery	
12. F.O.B. point(s)	48 Contiguous States & DC	
13. Ordering address(es)	Federal Merchants Corp 350 Canal Walk, Suite B Indianapolis IN 46202 Phone 317-288-3150 Fax 317-288-3149 Email: sales.team@federalmerchants.com	
14. Payment address(es)	Federal Merchants Corp 350 Canal Walk, Suite B Indianapolis IN 46202	
15. Warranty provision	Standard Manufacturer's Warranty	
16. Export packing charges	N/A	
17. Terms and conditions of Government purchase card acceptance	Accept any above micro-purchase threshold	
18. Terms and conditions of rental, maintenance, and repair	N/A	
19. Terms and conditions of installation	N/A	
20. Terms and conditions of repair parts	N/A	
21. List of service and distribution points	N/A	

22. List of participating dealers	N/A
23. Preventive maintenance	
24. A. Special attributes such as environmental attributes	Environmental attributes will be accordingly marked
B. Section 508 compliance	Section 508 compliance information can be found by contacting the Manufacturers or by calling Federal Merchants Corp
25. Data Universal Number System (DUNS) number	078342376
26. Notification regarding registration in System for Award Management (SAM) database	Active in SAM since 12/28/2011. Activation Date 03/24/2020. Expiration Date 03/24/2021.

**Federal Merchants Corp Return & Cancellation Policy**

## Return Policy

1. Only standard manufacturer warranty offered unless extended warranty is purchased separately.
2. No initial inside delivery or product replacement inside delivery provided unless previously negotiated.
3. Requests for returns only accepted within 25 days of Invoice. See restrictions below.
4. No returns allowed without a Return Merchandise Authorization (RMA) number. Product received without RMA number will be refused by warehouse; additional shipping cost is the responsibility of the customer.
  - a. RMA expires 20 days from date of issue.
5. Product must be returned in original manufacturer packaging, including all parts, accessories, instruction manuals, and any packing materials.
6. Defective product accepted for return/replacement within 25 days of Invoice; shipping label will be provided.
7. Damaged product must be reported within 15 days from date received.
  - a. Damaged product delivered by a common carrier must be noted on all copies of the Bill of Lading (BOL) when signed for.
  - b. Damaged product can be refused from carrier, but must be reported to Federal Merchants Corp within 24 hours.
  - c. Refused product that is not damaged will be subject to return shipping charges and restock fees if applicable.
8. Non-defective, non-damaged product can be returned within 25 days of Invoice. A 20% restocking fee will be applied, with the following exceptions:
  - a. No restocking fee if the incorrect product was shipped by Federal Merchants Corp.
  - b. No restocking fee if the product was damaged en route to the customer.
9. Software products must be returned within 15 days. A 20% restocking fee will be applied.
10. We cannot accept the following non-defective, non-damaged items for return:
  - a. Consumables and Medical Supplies
  - b. Dated Products (any items that contain annual date information; i.e., calendars, organizers, etc.)
  - c. Discontinued Items and Non-Stock/Close-Out Merchandise
  - d. Floor Machines and Equipment
  - e. Memory Products (RAM)
  - f. Microwaves
  - g. Opened Hardware/IT Items
  - h. Refrigerators
  - i. Special Order Items
  - j. Virtual Software Licenses, Except Adobe\*
11. Customer must ship the product at customer's expense to Federal Merchants Corp warehouse unless:
  - a. Incorrect product was shipped by Federal Merchants Corp.

- b. Product was damaged en route to the customer.
12. Federal Merchants Corp will honor return requests for orders shipped to APO/FPO addresses. Unfortunately, Federal Merchants Corp is unable to issue call tags for orders shipped to APO/FPO addresses. Therefore, merchandise must be returned with RMA number to Federal Merchants Corp warehouse at customer's expense.

\*Adobe virtual software can only be returned within 15 days and must be accompanied by a correctly formatted Adobe Letter of Destruction on company letterhead.

### **Cancellation Policy**

Your order begins processing immediately after you place the order. During the order processing time, it may be possible to cancel your order. We strictly adhere to the following cancellation policy:

1. In the unlikely event that you wish to cancel your order, you can contact Federal Merchants Corp at [purchasing@federalmerchants.com](mailto:purchasing@federalmerchants.com) to attempt to cancel your order. Federal Merchants Corp does not guarantee that any order placed can be canceled.
2. If you cancel your order BEFORE it has shipped, your order will be canceled free of charge.
3. If you cancel your order AFTER it has shipped, the order cannot be canceled but can be returned in accordance with our Return Policy.
4. Orders that are REFUSED AT DELIVERY will be assessed all the applicable fees listed in our Return Policy.

### **Refund Policy**

The customer will receive a net refund from Federal Merchants Corp after the following has occurred:

1. RMA has been issued
2. Product has been shipped by customer back to warehouse, complying with all return instructions
3. Product has been received back into the warehouse
4. Credit has been confirmed by manufacturer\*

\*If refund is under \$500, refund may be issued to customer before manufacturer has confirmed credit. If refund is over \$500, credit *must* be confirmed by manufacturer before refund is issued to customer.