


GE Capital

GE Capital Information Technology Solutions Inc.

Invoice

Customer Number	Invoice Date (D/M/Y)	Invoice Number	Page
10160474	28-Sep-01	SI-026347A	1

Sales Representative/Phone Number

Quote #: NYCOEM

Remit to:

P.O. BOX 281724

ATLANTA, GA 30384-1724 U.S.A.

Billing Inquiries call:

CARMELA GREGORIO

Vendor Number	Customer Purchase Order Number	GECITS ORDER #	GECITS Contract No.	Order Date (D/M/Y)	Shipped Via
				28-Sep-01	

ILL TO: CITY OF NEW YORK
 1 CENTRE ST
 ATTN: AUDITS/ACCOUNTS 10080375
 NEW YORK, NY 10007
 U.S.A.

SHIP TO: CITY OF NEW YORK
 100 GOLD ST, FLOOR 2, OFFICE OF THE MAYOR
 NEW YORK, NY 10038
 U.S.A.

Quantity Ordered	Back Ordered	Quantity Shipped	Product Number	Description	Unit Amount	Total Amount	Tax
				RE: QUOTE# NYCOEM 09/17/01 INVOICE TO MATCH QUOTE			
75		75	AIR-PC1352	350 SERIES PCI ADAPTER W/RP-TNC, DIPOLE ANTENNA, 12	258.30	19,372.50	
75		75	AIR-O1-US	AIR COUNTRY OPTION FOR UNITED STATES	0.00	0.00	
15		15	AIR-AP352E2C	350 SERIES AP W/CAPTURED DIVERSITY ANTENNAS AND 1	1049.30	15,739.50	
15		15	AIR-O1-US	AIR COUNTRY OPTION FOR UNITED STATES	0.00	0.00	
15		15	AIR-PWR-CORD-NA	AIR LINE CORD NORTH AMERICA	0.00	0.00	
75		75	CON-SNT-AIRPC/352	8X5XNBD SVC, 350 ADAPTER W/SING DIPLE ANT 128-BIT W	85.50	6,412.50	
15		15	CON-SNT-AIR-AP350	8X5XNBD SVC 350SERIES AP ANT OR CONN 40-128-BIT WE	135.00	2,025.00	
16		16	485942	CAT 5 CABLE 1000	75.00	1,200.00	
10		10	115523	SCST FIBER CONNECTOR 10FT	45.00	450.00	
				SHIPPING & HANDLING FED X CUSTOMER PRIORITY	825.00	825.00	
<div style="transform: rotate(-30deg); border: 1px solid black; padding: 5px;"> Office of the Comptroller Bureau of Accountability Division of Quality Assurance One-Sided My For Financial Statement Review </div>				I HEREBY CERTIFY: THAT THE CLAIM SPECIFIED HEREIN IS FOR ARTICLES RECEIVED, SERVICES RENDERED, OR AMOUNTS EXPENDED FOR THE CITY OF NEW YORK, THAT IT IS CORRECT AS TO PRICES AND AMOUNT THAT IT WAS NECESSARY FOR THE PROPER TRANSACTION OF THE BUSINESS OF THE DEPARTMENT AND THAT IT WAS INCURRED SOLELY FOR THE BENEFIT OF THE CITY OF NEW YORK.			
				SIGNATURE _____ DATE _____ TITLE _____			
Subtotal		Sales Tax		Due Date		Total Amount Due	
\$46,024.50				27-Oct-01		\$46,024.50	
Freight Terms		BUC #		ADN #		After Due Date	
						27-Oct-01	
						\$46,714.87	

AD

NOTE: A fee of 1.5% per month or the maximum allowed
 by law will be applied on all past due balances.

Please review the terms of any written purchase and sale agreement executed by Seller and Buyer for any and all warranties made by seller. Except for the warranties
 expressly made in such written purchase and sale agreement. Seller disclaims all other warranties whether express or implied in law, including without limitation the
 warranties of fitness for a particular purpose and merchantability.

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1.0 GE CAPITAL ITS, UNITED STATES SALES PRODUCT RETURN POLICY

1.1 PURPOSE Establishes GE Capital ITS (GECITS) United States sales product return policy and time limits. Product return time limit is thirty days for non-defective, factory sealed, unopened hardware product. Configured Equipment is not eligible for product return credit. Defective product is dealt with directly through original equipment manufacturer. **GE reserves the right to refuse returns if: (i) restricted by manufacturer/vendor; or (ii) products are obsolete or are being produced or published by a manufacturer that is insolvent or has declared bankruptcy.**

1.2 SCOPE GECITS United States Sales

2.0 RESPONSIBILITY AND AUTHORITY: GECITS, Vice President, Intellicenter Operations

3.0 DEFINITIONS AND ACRONYMS

Contractual Software	Requires signed contract with customer as condition for order placement, and return time limits vary with manufacturer limits.
Depot Warranty	Repair or service warranty carried out at authorized service center.
DOA	Defective on arrival.
GECITS	General Electric Capital, Information Technology Solutions or GE Capital ITS
Non-Supported Product	items not supported under original equipment manufacturer (OEM)-GECITS relationship for warranty or re-ordering.
OEM	Original Equipment Manufacturer.
Order Fulfillment Error	Order entry discrepancies, erroneous shipping or delivery, or vendor shipping errors.
Product Return	Process for authorized delivery to GECITS of previously sold product for full or partial credit.
RA	Return authorization
RA number and control number	Two separate numbers: return authorization number, and control number (which provide distinct identification).
Re-stocking Fee	Charge subtracted from initial invoice price to offset product devaluation, OEM price actions, or handling costs that adjusts initial invoice price for product returned to stock.
SAP	Term that describes supply chain management segment within GECITS management information system.
SOLI	SAP nomenclature for contractually licensed software
Vendor Direct Purchase	Purchase of product made directly from specific OEM as vendor.

4.0 GECITS UNITED STATES SALES PRODUCT RETURN POLICY GUIDELINES**4.1 GENERAL**

- GECITS may elect to authorize customer product return for full or partial credit. Policy detail and time limits are set out below for non-defective and defective hardware product return, vendor direct purchase product return, and contractual software product return, along with additional guidelines for product return authorization and product return shipment refusal. This policy is designed to meet market and competitive conditions.
- All product returns shall be authorized and processed through the GECITS Account Representatives at 1-877-443-2487.
- It is incumbent upon the customer to initiate and to complete the product return process. Return process commences by customer telephone contact with Account Representatives. Under no circumstances are sales representatives or sales offices authorized to take possession of, or in any way to accept product returns.

4.2 NON-DEFECTIVE PRODUCT

- Within thirty (30) days from ship date, customers may be authorized to return supported, factory-sealed, unopened, hardware product (**limited by terms established by manufacturer/vendors**). Authorized returns that are not due to order fulfillment error is subject to re-stocking fee computed at thirty percent (30%) (of invoice price) per item or minimum \$75 and customer is responsible for paying the shipping and handling charges to return the product.
- This non-defective product return policy applies when product is returned in an unopened, OEM box or in an overpack box, and includes all OEM packaging plus all manuals, cables, connectors, software, and accessories. Configured equipment is not eligible for product return credit, except for conditions set out in paragraph 4.6 a) for order fulfillment errors. There shall be no exception to this non-defective product return policy or time elements.
- OEM original box and packaging shall be unopened, and shall not be defaced or marked in any way. That means, for product return shipment, product returned shall be placed in overpack box that serves as shipping container; protects product returned and OEM items against any defacement or undesired marking, and preserves returned product in like new condition.
- GECITS National Returns Center shall refuse to accept such product return shipments if there are any deviations from these provisions.
- RA number and control number shall be displayed on a shipping label and documentation in clear, distinct characters, for example that contain "RA #### #####" where number symbols represent numbers that National Returns Center provides an RA number and control number.
- Non-supported product or OEM discontinued product shall not be authorized for product return for credit. Resolution for such products should be directed to the respective OEM.
- For product return shipments with opened, used software or software with shrink wrapping removed, or where consumable supply items are absent, credit for product return shall not be authorized. Any non-defective product return shipment that is not in compliance with this policy shall be refused and/or shipped back to customer with collect shipping charges.
- No credit shall be issued when non-defective product return receiving process is initiated prior to determination that policy requirements are met, and where the completed receiving process subsequently identifies a policy requirement omission. In such cases, product return material may be shipped back to customer with collect shipping charges.
- For non-defective product return, credit shall not be issued for configured equipment or configuration labor, freight, any prior re-stocking fee. The only exception which may be considered for such items is for the correction of order fulfillment errors such as order entry discrepancies, erroneous shipping or delivery, or vendor shipping errors as set out in paragraph 4.6 a).

4.3 DEFECTIVE PRODUCT

- Defective product shall not be authorized for return for credit. Any such product issues should be directed to OEM warranty service or resolution. **GECITS is not liable for any failure of OEM to honor its warranties and/or its obligations to repair products or otherwise provide customer support.**
- Supported, defective product may be repaired or serviced under original equipment manufacturer warranty provisions.
- There shall be no exception to this defective product return policy or time elements.

4.4 CONTRACTUAL SOFTWARE LICENSED PRODUCT

- Contractual licensed software requires signed contract with customer as condition for order placement. However, contractual software licenses are not eligible for refund or exchange unless OEM or vendor authorizes and provides approval documentation beforehand.

NOTE As point of information, major industry participants, for example, Novell, Inc., Seagate Technology, Inc., and WRQ, Inc. operate with defined zero product return policy.

- Contractual software licensed product does not include shrink-wrapped software or transactional licensing programs (that is, with no contract, for example, Microsoft MOLP). In SAP nomenclature and screen displays, SOLI refers to contractual software licensed product.
- The only exception which may be considered under Contractual Software License product return policy is the correction of order fulfillment errors such as order entry discrepancies, erroneous shipping or delivery, or vendor shipping errors.

4.5 VENDOR DIRECT PURCHASE PRODUCT RETURNS

Authorized, vendor direct purchase product return shall follow product return policy requirements for specific OEM, and subject to re-stocking fee computed at thirty percent (30%) (of invoice price) per item and minimum \$75 re-stocking fee.

4.6 ADDITIONAL GUIDELINES FOR PRODUCT RETURN AUTHORIZATION

- In case of order fulfillment errors, for example, order entry discrepancies, erroneous shipping or delivery, or vendor shipping errors; product return credit may be authorized for return based on the greater of either specific OEM return policy limits, or basic GE Capital IT Product Solution product return policy of 30 days, and not subject to re-stocking fee.
- When product sustains carrier in transit damage, annotate transportation document with damage condition at time and point of delivery, and initiate claim with carrier for damage reimbursement. Report all lost, damaged, over or short product shipments to the Account Representative.
- RA number and control number shall be cancelled when product return shipment is not delivered within fifteen days from date of RA number and control number issue from the GECITS National Returns Center. Any product return shipment shall be refused when offered for delivery after fifteen days from date of RA number and control number issue.
- All product return shipments shall be shipped prepaid. Collect on delivery, or shipping charges collect shall be refused, or shipped back to Customer with collect shipping charges and no credit issued.
- In the event, replacement part is required, invoice shall be created when replacement part is shipped. Product return credit shall be issued only after processing authorized product return.

END OF DOCUMENT

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