



## FAQs

- 1. When will my child receive the laptop?**  
During term 1 in 2017 if receipts are provided by Week 1 Term 1 2017.
- 2. Can we provide our own software/programs?**  
No. All software and running systems will be provided by the College.
- 3. Can we purchase the exact model and provide it to the College for our child to use?**  
No. All laptops are to be purchased from CompNow.
- 4. Are students able to share laptops?**  
No, each student must have their own laptop?
- 5. What happens if we do not wish to purchase a laptop, will my child be taught the same curriculum?**  
It is our policy and a condition of enrolment that all students participate in this program. If a family does not wish to participate then the student will be debarred from the College.
- 6. If I purchase a laptop and subsequently leave the College prior to receiving the laptop during Term 1, will I receive a full refund?**  
No, you will have purchased the laptop directly with CompNow.
- 7. What happens if the laptop gets damaged?**  
Depending on the extent and nature of the damage, the laptop may be covered under warranty. If not, parents must pay for the annual insurance excess of \$150 for repairs or the full price for a complete replacement. All damages will be assessed by the manufacturer. Insurance excess is \$150 per annum for the first claim. Subsequent claims will be charged at the full repair price.
- 8. What will the laptop be used for?**  
Generally students will be able to complete tasks (research, access online eBooks, and complete writing tasks).
- 9. Who do we contact if we are having issues with the laptop at home?**  
You must contact Dell Directly with any issues. The College IT Department may be sought during school hours for initial assessment.
- 10. Does we receive the \$400 voucher if using the rental option?**  
No, the voucher will be available to those purchasing the laptop in full. Vouchers are only available to Year 7 students and new families to Al-Taqwa College in 2017.