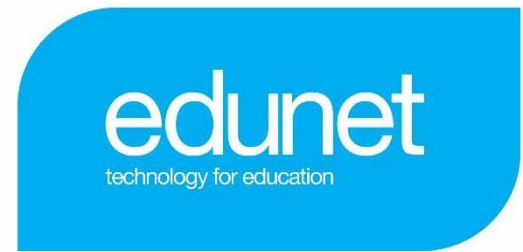


Edunet Computer Services  
26 Milgate Drive  
Mornington, VIC, 3931



Dear Parent/Guardian,

Edunet are excited to be the preferred partner for the BYOD Portal at Berwick College. Please find enclosed all information regarding the purchase of your son or daughter's device.

The online ordering portal is accessible via <http://BerwickCollege.technologyportal.com.au>. The Access Code you will need to access the portal is **BC2022**

If you'd like to better understand the service Edunet provides, please view the video by typing this YouTube link into your web address bar: [ednt.link/BYODVideo](https://ednt.link/BYODVideo)

**Delays Expected:**

Please be advised that due to the global constraints on manufacturing and logistics we are expecting large delays on orders. Because of this we will only be able to guarantee a pre-Christmas or Day 1, Term 1 2022 delivery for a select range of devices.

When you check the portal and a device is out of stock, please review the devices ETA before ordering to know when delivery may occur. ETA's are estimated and subject to change due to delays from manufacturing. Unfortunately when stock runs out we will face delays.

<b>Date:</b>	<b>Order Cut Off Date:</b>
Pre Christmas:	5 <sup>th</sup> of November
Day 1, Term 1	6 <sup>th</sup> of January

**\*Only for stock listed on the portal as available. If a device is out of stock with an ETA listed we can't promise a Christmas or Day 1, Term 1 delivery.**

ETA's are subject to change if there is a constraint on parts with the manufacturer or global constraints. Orders have to be paid in full or financing approved before we can process.

If you have any questions about the device or the ordering process, please contact us on **1300 338 638** or email [portal@edunet.com.au](mailto:portal@edunet.com.au) .

Kindest Regards,

A handwritten signature in blue ink, appearing to read "Matthew Gordon", is positioned below the text "Kindest Regards,".

**Matthew Gordon**  
**Managing Director**

## Why Edunet?



**View our informational Video by typing this link into your web address bar:  
[ednt.link/BYODVideo](https://ednt.link/BYODVideo)**

### Education Specialists:

Edunet is proud to be an Authorized DET Supplier for Government Schools and also a trusted advisor for many Catholic/Private & Independent K-12 schools. With over 18 years' experience in both IT and Education, our strength is in our quality of service and our mission is to maintain long term relationships that benefit both school and community.

### Education Devices & Prices:

Edunet are Authorized Education Suppliers for key Device manufacturers. Because of this, we are able to provide the lowest Education pricing on a range of laptops that aren't available in the retail stores!

### Access to School IT Support:

By purchasing through the school's Edunet portal, it provides your School's IT Team the visibility to assist with any warranty/insurance faults. If the device can't be fixed by the School Tech, they will reach out to Edunet and we'll come onsite to the school and repair the device.

Speak to your school for clarification, but if you bring a device from a retail store or from home the school will only be able to provide limited support. This is because the warranty and insurance support is managed by the retailer you purchased the device from.

### Onsite Warranty Support:

As an Authorized Warranty Service provider, Edunet are able to provide onsite repairs under the genuine manufacturer's warranty with genuine manufacturer's parts.

By purchasing the Onsite Warranty through Edunet, you will be able to call on us to repair your student's device at the school, or at your home if it's during school holidays!

If you purchase a device through a retail store, it likely means repairs are done at their repair depot, which means you'll need to hand the device over to them for an unknown amount of time.

### Education Insurance:

Through iBroker Insurance, Edunet is also able to repair your son or daughter's device onsite at the school or at your home. Further information on iBroker is provided below in this information pack.

### 12 Months Interest Free:

Through ZipMoney you will be given the option to pay off the purchase with 12 months' interest free financing. Further information on ZipMoney is provided below in this information pack.

## FAQs – Page 1

### Where is my order delivered?

- **IF** your school has Australia Post, the device will be delivered to your nominated address. We recommend considering putting your work address because Australia Post won't leave the device without someone there to sign. If delivery is unsuccessful, the device will be returned to the nearest Aust Post depot for you to collect within 10 days.
- **IF** your school has no Australia Post, the device will be delivered to you school for them to setup. The school will be in contact with you to collect once the device is ready.

### Which device should I choose?

This will largely depend on the subjects your student is doing, always seek advice from the school if you're unsure. As a general rule most of your student's work will be web browsing and word documentation, which doesn't require a powerful/expensive device. It's only when the student is doing media / art / graphics subjects that you may need to consider a device with a better Processor or more RAM.

If your student isn't doing art or graphical subjects we always recommend looking at the cheaper/more durable Education specific models!

### If I choose Zip finance, when do the repayments start?

Your once off account setup fee of \$99 will be taken out immediately (if you haven't got an account already). Your repayments won't begin until the device has been delivered by Edunet.

### Can I hand this device down to a younger sibling?

Absolutely! All warranty/insurance purchased follows the device, regardless of who's using it.

### Can we get a discount for a purchase of more than one?

We don't require parents to buy multiple devices to take advantage of a bulk discount. Edunet negotiates with the brands of the devices to get a bulk discounted price for Education. The price you get for one device already has a bulk buy discount applied because Edunet supplies to hundreds of schools across the state.

### What is the difference between warranty and insurance?

Warranty covers manufacturer's faults, whereas Insurance covers accidental damage caused by your student. For example dropping the device and breaking the screen, or liquid damage would be covered by Insurance. We recommend reading the PDS on our website on the insurance for more details.

## FAQs – Page 2

### Can I purchase spare chargers or other accessories?

Yes. Additional chargers or replacement pens/bags can be purchased via our accessories portal below:

**Website:** [accessories.edunet.com.au](http://accessories.edunet.com.au)

### Can we do split payments?

Yes you can, but Edunet cannot process your order until full payment has been received. Please ensure the order's confirmation number is put in the payment description when payment is processed otherwise we will not know which order to put the money against.

### Can we order with Zip over the phone?

We cannot help with processing an order over the phone if you want to use Zip financing. This is because Zip requires your personal banking information.

### What happens if I'm declined by Zip?

First step is to get in contact with Zip directly. They may just require some additional information to then approve your order. If you have been declined it's best to speak with your school around what options they may have available to you.

**Zip's Number:** 02 8294 2345 (9am – 6pm Monday – Saturday)

### What are the compulsory / mandatory items?

The school may want you to purchase particular options to ensure the device is protected. Common mandatory selections is a 3 year onsite warranty. Edunet cannot remove these mandatory items without written approval by your school.

### What happens if my device stops working?

First step is to take it to the school in case it's something software related they can fix immediately. If they can't fix it they'll lodge a service job with Edunet's Repair team and we'll be in touch to organise a repair.

**Should you have anymore questions or concerns please do not hesitate to contact Edunet:**

**1300 338 638**

**[portal@edunet.com.au](mailto:portal@edunet.com.au)**



Edunet partners with iBroker for all Education Insurance. We are authorised to repair Lenovo insurance jobs with iBroker, enabling us to ensure your students device is repaired as fast as humanly possible.

### Important to Know!

You may be able to insure your device through your Home and Contents Insurance. Before you make a decision, please check and be mindful of the below points:

- Home and Contents Insurance excess's is usually upwards of \$500, iBroker's excess is significantly lower.
- Some Home and Contents Insurance companies require you to send the device to their repairer. This will mean you may not get your laptop back for a long period of time.

Edunet provide onsite support through iBroker and can repair your student's device at the school or at your house if it's during school holidays.

#### WHAT IS COVERED?

- Accidental Loss – For Example
  - ✓ Left on Public Transport
  - ✓ Left at Bus Stop
- Accidental Damage – For Example
  - ✓ Dropped
  - ✓ Stepped On
  - ✓ Driven Over
  - ✓ Pulled Off Desk
  - ✓ Fell out of Locker
  - ✓ Liquid Spill
- Loss or damage by theft or attempted theft
- From unoccupied building or vehicle only following forcible entry
- In the open air only where:
  - ✓ Laptop in direct supervision and control of adult
  - ✓ At their place of education
  - ✓ At college organised activity / event
  - ✓ At organised extra-curricular activity
  - ✓ Other places of residence
  - ✓ Medical appointments of any kind
  - ✓ By force or intimidation

#### WHAT ISN'T COVERED?

- Electrical or mechanical malfunction or derangement
- Scratches and normal wear and tear
- Malicious damage by your child
- Loss or damage by theft or attempted theft:
  - \* From an unoccupied building or vehicle unless as a result of forcible entry
  - \* From any unsecured place in the open air unless:
    - ✓ The laptop is under the direct control and supervision of an adult; or
    - ✓ Your child is on the way to or from their place of education; or
      - ✓ An organised college or educational activity; or
      - ✓ An organised extra-curricular activity; or
      - ✓ Other places of residence of accommodation; or
      - ✓ A medical appointment of any kind
  - \* Loss of damage occurring while the laptop is being transported in any aircraft or watercraft unless the laptop is carrier as personal baggage
  - \* Loss of or damage to software of any sort

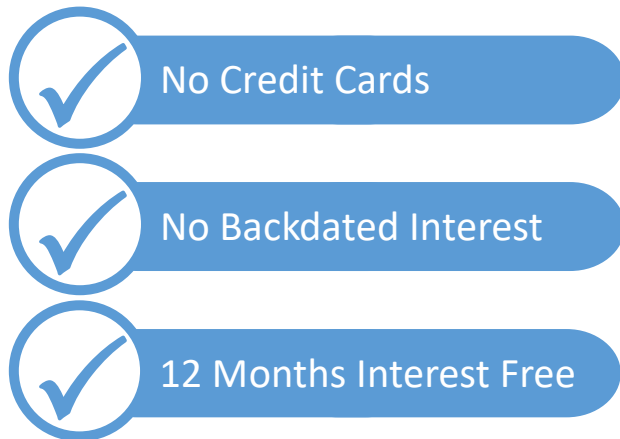
## Upfront Payment

Edunet provides two options for upfront payment through the portal.

The first option is to pay by any VISA or Mastercard. Note that all card payments incur a 1.5% surcharge that's passed on from the bank.

The second option is to direct deposit the full amount into our bank account. There is no charge for doing this. Parents can make the transfer via their online banking or go directly to their Bank branch and deposit there.

## Payment Plan



## What are the costs?

- Once off account set up fee if you don't already have a Zip account. This starts at \$25 for an order up to \$2,000, \$45 for \$3,000 and \$99 up to \$5,000.
- \$6.00 monthly account fee (only while there is a balance left)
- Standard credit card interest ONLY on residual amount after 12 months.

You won't be charged extra for paying the loan off before the 12-month period, and more importantly parents incur no additional charge for selecting zip instead paying by Credit Card or Bank transfer.