

| Frequently Asked Questions | |
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| School Supported Bring Your Own Device (Purchased through school partner portal) | Home Supported Bring Your Own Device (Purchased anywhere else) |
| What type of warranty is included? | |
| All HP and Apple Mac School Supported models purchased through the portals come with a 3yr warranty. Batteries generally have a 1yr warranty. | Generally only 1yr and dependent on the manufacturer and place of purchase |
| Is Accidental Damage Insurance (ADP) included? | |
| The HP Windows laptops include ADP with a \$100 or \$150 excess. The Apple Mac laptops only have standard AppleCare warranty and no accidental damage insurance. You can purchase additional ADP for Apple Laptops at the point of sale from Mac1 | No. Accidental Damage Insurance will need to be taken out. It is possible that House and Contents Insurance may cover the costs. It is advisable to assume every student have an accident with their laptop at some time during their schooling. |
| My daughter has damaged her laptop, can it be repaired at school? | |
| Yes, we have arrangements with our vendors to provide repair services through the school. Generally this happens within a week but is dependent on you paying the insurance excess for accidental damage | No, you will have to take the laptop back to the place of purchase, or a laptop repair shop |
| When a student's laptop is away for repairs, will there be a replacement laptop available? | |
| Yes, however there are a limited number of spare laptops available | No |
| What software is included? | |
| The laptops are preloaded with Microsoft Office and can be refreshed and reimaged at school, similar to a factory reset. | You will have to download and install software as required, you may need to return the laptop to the place of purchase to refresh or factory reset the laptop |
| Will a laptop bag be provided by the College? | |
| No, however, some recycled laptop bags may be available for a small cost | No, however, some recycled laptop bags may be available for a small cost |
| We have realized that our old laptop needs to be replaced. Can we order a new laptop at any time? | |
| Yes, a laptop can be ordered at any time through the web portal and your school's vendor of choice | You may purchase the laptop privately or order one at any time through the web portal using one of the school's vendors |
| Will the school accept liability if a laptop is lost, stolen or damaged? | |
| No, particularly if the laptop is lost or stolen. If damaged, the school's vendor will carry out the repairs under the vendor's accidental insurance scheme if included. It may be possible to purchase optional lost or stolen insurance from the vendor | No, that is why it is important to take out appropriate insurance. |
| Will the lowest cost laptop be able to run all software? | |
| Yes, it is sufficient to run all software. However, for seniors who make use of Adobe products in their course(s), a higher entry level is recommended | Please refer to the schools recommended specifications with particular reference to Wireless 11AC and SSD support. Seniors using Adobe products generally need higher specifications and an SSD |
| The school's vendor has determined our laptop needs to be replaced. Will the school's vendor replace the laptop with an identical model? | Will we be allowed to purchase a tablet rather than a laptop? |
| If the model is available, yes. If the model is not available, then the replacement will be an upgraded model at no cost. | Tablets running Android or Apple IOS cannot make full use of Merici's current infrastructure such as playing Flash tutorials that are used within the College's Learning Management System and the range of software and USB devices that students may need to use. |