

## FAQ – Computers Now

**Q: How long will my order take to fulfil?**

A: This pricing is based on a special order for each student. An approximate timeframe for order fulfilment is two to three weeks. This is subject to product availability.

**Q: I'm going overseas in the near future. Or I need my order by Christmas. Can you guarantee I'll get my order by then?**

A: An approximate timeframe for order fulfilment is two to three weeks (subject to product availability). For this year only orders placed by 22<sup>nd</sup> November will be filled before Christmas.

**Q: Why can I get it from another retailer at a cheaper price?**

A: While pricing at another retailer may first appear cheaper, our bundles include genuine Apple global extended warranty and phone support which can add hundreds to the RRP price. Without AppleCare, the standard warranty would be 12 months back to base.

**Q: I am a staff member, not a parent or student. Can I still take advantage of this program?**

A: Yes. If you use the same name for the student as the payee, we'll know it's a staff order.

**Q: Can I have my order delivered to an address that is not the school?**

A: No.

**Q: Why does the store allow me to enter an alternative delivery address if it's school delivery only?**

A: We're aware of this issue and apologise for the confusion it may have caused. As present it's a limitation of the store's backend. If you've put an alternate address here, the order will still be delivered to the school.

**Q: What's the difference between MacBook Air and MacBook Pro?**

A: The Air range is designed around basic productivity use with maximum portability and optimum battery life, whilst the Pro range is designed for maximum performance with better CPU and built-in DVD burning. The screen size also differs with the MacBook Air having an 11.6" screen and the MacBook Pro having 13.3".

**Q: Can I upgrade the specifications of the laptop (e.g. larger hard drive, faster processor, more RAM)?**

A: These special priced bundles are a fixed specification.

**Q: Can I order a different model Mac under the same discount program?**

A: The store includes a complete list of models offered.

**Q: What payment methods are available on the store?**

A: Visa and MasterCard are the two payment methods we provide.

**Q: Does AppleCare provide protection against accidental breakage and theft?**

A: AppleCare is an extension of the laptop's warranty. If wanting protection against accidental breakage or theft, please purchase the insurance option. The product disclosure statement can be found here:

<http://www.ibroker.net.au/documents/iBroker-Policy-version-QM2481-1211.pdf>

**Q: Who do I contact for hardware technical support for laptops?**

A: Each laptop includes 3 years of comprehensive AppleCare phone support - 1300 321 456. If after speaking with AppleCare it is determined that a warranty repair is required, you can request onsite repair or take the machine to an authorised Apple Service Centre if more convenient.