

Edmonton Catholic Schools' Chromebook Parent Purchase Plan – September 2020 Update

ECSD's Parent Purchase Program URL Page:

<https://emerge.compugen.com/emerge/Access?GUID=53feed0dbad942ef8ec0bc0afee7e343>

Welcome to the ECSD Parent Purchase Plan Website (powered by Compugen).

Product(s) available for purchase:

Chromebook # 1 – 3 Years Pickup and Return Warranty

16W64U+UQ990E HP Chromebook 11A G8 EE 4G/32G 3 Year Pick Up and Return Warranty - \$340.00



HP Chromebook 11A G8 EE - Education Edition - 11.6" - AMD A4 9120C Dual-Core / 1.6 GHz, 4 GB DR4 SDRAM, 32 GB eMMC eMMC 5.0, 11.6" 1366 x 768 (HD), Radeon R4 No Optical, IEEE 802.11n, IEEE 802.11a, IEEE 802.11g, Bluetooth 4.2, IEEE 802.11ac, IEEE 802.11b, 802.11a/b/g/n/ac, Bluetooth 4.2, 720p HD webcam, Chrome OS, 2-Cell, 47.6Whr - 3 years Part and Labour Pickup and Return Warranty.

Order Process

Please ensure you fill out the order information accurately before submitting. Payment must be made by Credit Card at the time of order placement. Once the transaction is complete you will receive a confirmation notification via email. In this notification you will find a link to the status of your order. Once your order ships the link will be updated with shipping information and the ability to request an invoice.

Warranty Coverage

HP Chromebooks include a 3 year Pickup and Return parts and labour international Warranty.

Home Delivery Policy

In accordance with current Health and Safety guidelines in effect, no deliveries will be made to your school, instead please complete your order using valid full home shipping address for delivery. Lost shipments must be reported via email to salescentrewest@compugen.com, and include your order confirmation number. **Home deliveries are subject to an additional \$20 processing fee.**

Terms and Conditions of Purchases made via this website:

1. Return Policy – No returns
2. Notification for purchases that arrive damaged or non-functioning must be made within 30 days via email to salescentrewest@compugen.com. Please include pictures of any damage.

Warranty Service Options:

1. Compugen Service Depot – Compugen is an HP Warranty Authorized Service and Solution partner. To book a Chromebook repair, email Compugen Service at service@compugen.com to open a service ticket. Please include your contact information, the product's model number, serial number, and description of the issue. A confirmation email will be received to schedule a drop off of the unit at the Compugen Edmonton Service Depot, located at 2627 Ellwood Dr SW #102, Edmonton, AB T6X 0P7. Once the unit is repaired, the person will be contacted by our Service department to schedule a pickup. Compugen be following active Covid-19 sanitization protocols before the unit enters our repair facilities and before the unit is returned.
2. HP Canada Warranty Support Line – The parent can contact HP Canada's 24/7 online Warranty Support at 800-474-6836. HP will ship a box to your home address with shipping instructions. The purchaser will follow the instructions provided inside the box to arrange for a pickup service. After the unit is serviced/ exchanged, HP will ship the unit back to the home address. Costs for shipping both ways is covered under warranty.

Compugen Contact List – Order Related Inquiries

Order Inquiries: salescentrewest@compugen.com.

Assigned Resource for Orders: Brett Hetherington - salescentrewest@compugen.com - 403.231.1833.

Compugen Contact List – Service Related Inquiries

service@compugen.com.