

## Terms & Conditions

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### 1. DELIVERY SERVICES

Each student is allocated a delivery service by their College / University Adviser. Please refer to your Needs Assessment Report for further information. Below is a list of the different types of delivery available:

#### 1.1. Delivery & Setup

Delivery and Setup requires a minimum booking slot of 1 hour, depending on the items being received. This allows a trained member of staff to provide delivery and set-up of equipment/software at the agreed address. Concept Northern ensure all equipment and software is in working order.

#### 1.2. Delivery, Setup & Orientation

You will be allocated a slot of 2 hours. In addition to the above, a full overview of the equipment and software is provided.

#### 1.3. Delivery Only

Depending on the item(s) being delivered, 'Delivery only' items will be posted, sent by courier or delivered by a member of staff at the agreed address.

#### 1.4. Delivery of Small Items by Courier

You can expect delivery by courier between the hours of 9am and 6pm. Express Next Day delivery is available and will incur a higher charge. This can be discussed with a member of the Sales and Administration Team.

#### 1.5. Software only Orders

Many items of software are now only available in digital format. If this is the case with your order the Licence codes will be emailed directly to yourself.

#### 1.6. Timescales

Delivery will be completed within 10 working days once an order has been placed and paid for. You will be offered a suitable date, within a 2 hours slot. For example, between 9am and 11am. Deliveries are Monday to Friday from 9am - 5pm.

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### 2. TRAINING

If you have been allocated training, you will find details of this in your Needs Assessment Report. All members of staff are fully trained, certified and Disclosure Scotland Approved.

#### 2.1. Format

In the first instance, training will take place at the College or University. Training can also be done remotely or at the student's home with a third party present.

#### 2.2. Durations

The period of training is dependent on the need of the student, the items being trained on and what has been recommended by the Student Adviser. This is discussed at the time of enquiry / booking.

#### 2.3. Timescales

We will book all your training sessions when we arrange delivery of your order. Training must commence within 10 working days of receiving your equipment. All training sessions will be carried out in line with the recommendations of your adviser.

#### 2.4. Ongoing Training

Ongoing training is provided via the 'Ask a Trainer' facility within your eLearning site provided by Concept Northern.

### 3. CANCELLATIONS

It is imperative that the recommended assistive software training is carried out. In cases where training has not been undertaken, or completed, and you experience assistive software difficulties, the maintenance agreement you have with Concept Northern will not cover these issues.

#### 3.1. Notification

Should you need to cancel an appointment with Concept Northern for delivery and/or training, please provide us with at least 48 hours notification. Failure to do so will result in charges being incurred and training time lost. The College or University Adviser can be notified.

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### 4. WARRANTIES & MAINTENANCE

For details of your personal warranty, please refer to your Sales Order Form and your Email / Letter of Confirmation. If applicable, you will also receive an On-Site Maintenance Contract. PLEASE NOTE SHOULD YOU REPLACE ANY EXTERNAL PARTS – E.G. BUT NOT LIMITED TO: BATTERY, CHARGERS ETC, THESE MUST BE GENUINE MANUFACTURER PARTS. In other words, should you receive an HP laptop, you would be required to purchase a genuine HP charger or battery. If you replace this with a non genuine part, you will null and void your warranty.

Concept Northern, will NOT be responsible, for any damage caused by a non genuine part being purchased and used. This includes, but not limited to: damage to the laptop/desktop/printers/digital recorders/livescribe pens etc, or any household items that incur damage due to this wrong usage.

Please also note, when purchasing cartridges for printers, the above applies. As the purchase of non genuine cartridges, can result in the breakage of your printer, and Concept Northern will not be responsible for its repair. E.G. if you have received a Canon printer, you will be obliged to buy genuine Canon cartridges. Should you purchase non Canon cartridges, Concept Northern, will not address any difficulties you thereafter encounter.

#### 4.1. Standard Warranty

All products come with a 12 months standard manufacturer's warranty.

#### 4.2. Back to Base Warranty

Extended back to base warranties are available at a much cheaper cost than on site warranties, but are solely arranged by the student with the manufacturer. The student must liaise directly with the manufacturer to organise the repair. This warranty does not cover viruses, software issues or any other user errors. It purely covers hardware malfunction. Manufacturers use their own courier system to pick up, repair and deliver back. No loan equipment will be provided.

#### 4.3. Extended Warranty / On Site Maintenance Contract

We offer a comprehensive computer and peripheral warranty. This can include the following assistance:

- Assistance by an engineer either by phone or email.
- Remote accessing the laptop/PC to ascertain to the nature of the fault.
- Arrange collection of the laptop/PC.
- Repair the laptop/PC on in-house or liaise with the manufacturer repairs to be carried out.
- Return the laptop/PC to the student.
- Loan laptop can be arranged if the machine cannot be repaired on site.
- Full details for on-site maintenance conditions can be found in the contract given.

PLEASE READ FULLY ALL CONDITIONS.

#### 4.4. Viruses

Warranty does not cover the removal of viruses. We can remove the virus and install the relevant virus patch at our current labour charge. This will include the re-installation of any software and peripherals that we originally installed, not software that the user has personally installed. Please note that your equipment is for College or University work. Using the equipment for social networking, music sites etc, will increase the likelihood of picking up a virus. Warnings provided by the antivirus or malware software should not be ignored and the directions should be followed. This should prevent extensive damage. If you become aware of a virus, please contact Concept Northern immediately. It is the user's responsibility to keep the anti-virus software/malware software on their PC/Laptop up-to-date.

#### 4.5. System Back-up

It is the responsibility of the user to ensure that they make back-ups of any important documents or files onto an external storage device. We suggest this is done at the end of each day to ensure that no work is lost permanently.

#### 4.6. Safe Keeping of Discs & Serial Numbers

Upon delivery, discs and serial numbers are delivered in a secure pack and become the responsibility of the user. In the event that the PC/Laptop has to be formatted these will be required and must be retained by the user and kept in good condition.

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### 5. TECHNICAL SUPPORT

#### 5.1. Contact Information

Concept Northern offers a free phone help desk service from 9am – 5pm Monday to Thursday and 9.00am – 4.30pm on a Friday.

Local rate technical support: 08453 708 807  
Free phone number: 0800 1777 807

#### 5.2. Usage

The Help Desk is primarily for hardware support with comprehensive software support for the specified items of software (within the constraints of software licences).

### 6. REPAIRS

#### 6.1. Timescales

We endeavour to respond to all technical issue at the first point of contact. If we cannot resolve the issue within 24 hours over the telephone or via remote access an on-site visit will be scheduled. The site visit will be arranged within 2 working days. At the on site visit if the laptop cannot be repaired it will have to be removed from the premises of the student, a loan will be made available. Please see below.

#### 6.2. Loan Equipment

If we are unable to complete the repair within 3 working days, Concept Northern will provide a suitable substitute whilst the repair is being carried out. You will receive updates on the repair via email or to the telephone number provided. A delivery of the repaired items will then be arranged. At this point all loan equipment must be returned to Concept Northern. A collection will be arranged.

#### 6.3. Saving your Data

Concept Northern will not be held responsible for the loss of any data. Whilst we can re-install any assistive technology related to your course work, Concept Northern cannot guarantee that any personal documents will be saved during the repair. It is therefore the customer's responsibility to ensure that a back-up has been made prior to an up-lift. If you have received a repair and your machine has been re-formatted, you must ensure that any of the saved personal data that you are transferring back is Malware and Virus free.

#### 6.4. Warranty on Repairs

Any repairs carried out by Concept Northern carry a 3 month warranty. Should parts be replaced, warranty on these parts, are dependent on the manufacturer.

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### 7. INSURANCE

Insurance is provided through a third party, Burnett & Associates. They provide a bespoke insurance policy for students. Students receive their own individual policy directly from the insurance provider. The Insurance covers Theft, Flood and Accidental Damage for the term of the contract.

Students should be aware that it is their responsibility to adequately insure their equipment if this is not provided by the recommended supplier, Burnett & Associates.

In the event of a claim, no work can be undertaken until you have contacted the Claims Office.

Claim Notification Tel No: 0333 999 791 E-mail: claims@burnett.co.uk

You will be asked to provide:

- Your policy number and Equipment details.
- The cause of Accidental Damage (if applicable).
- The Crime Reference number if there has been a theft.
- Your original purchase invoice for the Equipment.

#### 7.1. Insurance Handling Timescales

- Claim notification is received via telephone or email.
- A claim form is immediately sent to the customer via email or Royal Mail.
- Once a claim has been received it is assessed by the Burnetts Claim Team within 2 working days.
- Instructions are then emailed to Concept Northern to arrange collection of the damaged device and provide Burnetts with a repair/replacement quotation.
- Burnetts claim team will provide authorisation of repairs or replacement within 1 working day.

## 8. COMPLAINTS

### 8.1. How to Make a Complaint

#### STAGE ONE

A complaint can be made in writing, e-mail or by telephone using the contact details below:

Concept Northern, 11-13 St Bryde Street, The Village, East Kilbride G74 4HQ. Please mark this for the attention of Pauline Bowman. Alternatively you can email paulineb@conceptnorthern.co.uk or telephone: 01355 573 173. Your complaint will be acknowledged upon receipt.

#### STAGE TWO

Please address your complaint to Pauline Bowman along with your contact details so that a response can be made. You can also select how you would like your response i.e. via telephone, letter or by email.

Please make clear the nature of your complaint and provide information as to what took place and when. You will be contacted within 3 working days.

#### STAGE THREE

If you remain dissatisfied with the outcome, please contact Louise Tasker (Company Director). However, please note that all complaints are reviewed by the Company Director as standard.

In addition, you should detail your reasons for being unsatisfied with the original outcome.

#### STAGE FOUR

Depending on the nature of the complaint, in the event of an impasse being reached, the matter may be referred back to the College or University. If the problem remains unresolved the matter can then be referred to the Funding Body.

**Phone:** 01355 573 173  
**Email:** info@conceptnorthern.co.uk  
**Website:** www.conceptnorthern.co.uk  
**Address:** 11-13 St Bryde Street, East Kilbride, G74 4HQ



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### 8.2. Timescales

Complaints will be acknowledged within 3 working days and aim to be resolved within 7-10 working days.

### 8.3. Recurring Complaint

The same complaint will only be investigated 3 times.

## 9. DATA PROTECTION

Concept Northern will maintain student records containing only sufficient relevant information to ensure that they can access the data needed to meet their liabilities relating to the support of the student. This information may include contact details, warranty dates and any history relating to technical support. It may also detail complaints made by any stakeholder about the support offered, and the resolution thereof. Student data will not be transferred or sold to third parties for marketing purposes. Student details will be forwarded to our insurance provider if you have taken out insurance with us. Your personal details may be passed to our auditor at QAG. If you wish to opt out of the process please let us know. All student records are kept within locked files. All data is held in compliance with the General Data Protection Regulation (GDPR).

Please ensure that you read our Privacy Policy, in particular the section relating to 'Who we may share your information with'. This can be found at <http://www.assistiveit.co.uk/customer-service/cookies>

By placing your order, you are accepting these terms and conditions. Please contact the office should you wish to discuss this further.

## 10. HOW TO CONTACT

Concept Northern  
11-13 St Bryde Street  
The Village  
East Kilbride G74 4HQ

Tel: 01355 573 173  
Email: info@conceptnorthern.co.uk  
Website: www.conceptnorthern.co.uk