

## FAQ for RCHK Student Laptop Program

The following Q&As are created to provide further understandings, to parents and students, regarding the Student Laptop Purchase Program.

The items in the FAQ are based on collection of questions through our past experience.

For specific question(s) which cannot be answered in here, you are welcome to contact ICT office.

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### FAQ for Student Laptop Purchase Program

- Q. Has there been a change in the Student Purchase Program?  
A. Starting May 2010, the Student Laptop Purchase Program for Apple products are being handled by Senco Masslink Technology Ltd. (Senco).

Apple Inc. has ensured pricing for their products will remain the same for RCHK community. Senco is appointed for order fulfillment purpose.

- Q. How to place an order and what is the ordering procedure?  
A. Please refer to the document **Buying a laptop** (available from the college website) for ordering details and logistics. Parents are advised to place the order before June 23, 2010 in order to be eligible for pick up on August 17/18, 2010.

- Q. When is the last date for submitting order for this year program?  
A. The current deadline for ordering is June 23, 2010

- Q. What if I order the MacBook after the deadline?  
A. Order received after June 23, 2010 cannot be guaranteed availability before start of school year 2010/11.

- Q. Can I pick up the laptop before August 17/18, 2010?  
A. Special arrangement can be made for earlier delivery of laptop. However, RCHK Laptop Readiness procedures (e.g. installation of school-licensed software and resources) cannot be performed on these laptops. Students will be required to bring back their laptop in September 2010 for these procedure.

Laptop without going through Laptop Readiness Program cannot be used in college.

Q. Can I send in the order form with cheque to ICT office for the MacBook purchase?

A. ICT office will only assist in collecting form and re-direct them to Senco in weekly basis.

Q. Can I purchase the laptop using Credit Card?

A. Credit card payment method will need to be arranged and discussed with Senco directly. Please contact Senco through the provided contact number or email on the order form.

Q. Does Senco offer monthly installment plan for purchase of laptop?

A. According to vendor, there is currently no installment plan available.

For details please contact Senco through the provided contact number or email on the order form.

Q. Why are there only 3 models of MacBooks available in the order form. Can I order different models of MacBooks?

A. Apple/Senco only offer these 3 models for RCHK students with special discount.

Students, with valid students card, can order their choice of Macintosh notebook through Apple's own online store with Education discount. Such order will be considered non-school purchase, which cannot enjoy the in-house Apple Service Centre for hardware repair.

Q. Can I purchase 3 years AppleCare Protection Plan for my MacBook (purchaed elsewhere) and still enjoy RCHK's in-house Apple hardware support?

A. The purchase of standalone AppleCare Protection Plan for MacBook is no longer available.

Q. Can I purchase the MacBook with larger hard disk / more RAM?

A. Built-To-Order (BTO) MacBook is not offered by this program. Student, however, can upgrade their hard disk / RAM through authorized service providers after purchase.

Please note the hardware upgrade should be performed by certified technician. Apple Inc. has the right to refuse any hardware repair if hardware upgrade was done unprofessionally in the past.

Q. Can ICT office provide hardware upgrade for the purchased MacBook?

A. ICT office does not offer hardware upgrade service for students' notebook currently.

Q. Does ICT office offer purchase of computer accessories (e.g. RAM, hard disk) for students?

A. ICT office currently does not offer hardware upgrade path for student notebook. However, we have worked with different vendors in providing IT accessories for students purchase. Pricing and order forms are available in ICT office.

Q. Can I enjoy other MacBook promotion(s) as offered by Apple/3rd party resellers?

A. No additional promotion will be offered with the RCHK Student Purchase Program.

- Q. Do I have to purchase the MacBook and 3 year Protection Plan as bundle?  
A. Yes. Student need to purchase the MacBook within 3 year Protection Plan as bundle.
- Q. Why must the MacBook be shipped to RCHK directly? Can the laptop be shipped to my home address directly?  
A. All MacBooks purchased through the program will be sent to RCHK ICT office for Laptop Readiness Program (i.e. installation of school-licensed software). This is the best arrangement that have been made between RCHK and Apple Inc..
- Q. How long does it take for the order to arrive?  
A. After payment is received for the purchase program, parent should have received e-mail from Senco regarding their order status. Reference number and estimated delivery date should have been included for their order status. It normally takes 3 to 5 days (according to our experience) for the MacBooks to be sent to school.
- Q. Can I purchase more than 1 MacBook through the program.  
A. Each student, with their own RCHK Student Card, is entitled to purchase 1 MacBook throughout an academic year.
- Q. In previous Student Purchase program, iWork 09 was included in the bundle. Why is this not the case in this year program.  
A. Starting school year 2010/11, iWork 09 will be provided by RCHK as part of school-bundled software. Therefor, Students purchase will not include iWork 09 as bundle software.
- Q. Is it necessary to purchase Microsoft Office with the MacBook?  
A. It is not a must, for parent, to invest Microsoft Office too early unless proven necessary.