

FAQ



Winthrop Australia - Parent Funded 1:1 Technology Programs

When will my device be delivered?

For details of when your device will be delivered please check the school order form to see your handover date. You can view your school order form even after the date to accept orders has passed.

You will not be able to access the device before this date. Winthrop Australia handles all orders in bulk to keep costs as low as possible.

Can I purchase after the closing date?

Closing dates are firm and are set carefully to ensure that devices are delivered on time. No exceptions will be made to order after the cut-off date. If you wish to purchase after the closing date, your school will likely work with Winthrop Australia to publish a new portal. In most cases this will be during the next school term.

Please note, that the delivery of your products will not be the same if you place your order with a newer portal. Winthrop will not be able to speed up, prioritise or make exception on this point.

Do I have to pay upfront?

Full payment is required by the closing date of your form. You can pay at time of ordering on the portal or email reminders will be sent alerting you as the close off date approaches. Please note: Your order will not be processed unless full payment have been made and received by Winthrop Australia.

What are my payment options?

Paying by Credit Card

You can pay via credit/debit card, this will be subject to a **1.1% surcharge**.

Paying by Direct Deposit

These instructions will appear in your confirmation email. Please include your order code in the reference field. Our bank details are:

Pacific Paper Org./T/AS Winthrop Australia - Bank West

BSB 306-031

Account Number 555 901 1

Financing your Bundle where applicable

Winthrop offers different packages in different states. Finance isn't offered in every state. Some portals offer a leasing plan allowing you to make monthly payments. For more information follow the financier's link on your portal page. If you select finance on the portal page you will be contacted by your school's chosen financier within 3 business days. Alternatively, you can contact the financier using the number

FAQ



Winthrop Australia - Parent Funded 1:1 Technology Programs

provided on your school portal. Please **do not assume** that if you choose finance, your order is complete. A finance **contract** will need to be completed, signed and returned to the financier. Only once an approval is sent to Winthrop Australia will an order proceed.

Can I change my payment method after I have submitted my order?

Contact Winthrop Australia in your state if you need assistance with this on:
(08) 6488 2777 for **WA** or (03) 8420 9399 for **VIC**.

Can I select only some items from the bundle?

No. All bundles are carefully specified by the school in conjunction with Winthrop Australia.

Where do I collect my order?

All devices will be delivered direct to your school and can only be collect from there. The school will be in contact with you when your device is ready for collection.

What is Apple Care?

AppleCare is an extended warranty that covers your device for issues related to manufacturing faults as well as providing telephone support. Two years coverage for iPads and three years for MacBooks. It is not an insurance policy and does not cover accidental damage.

What is laptop/tablet insurance?

Insurance generally covers, Accidental damage, theft when in a secure location | Lost in public transit | Stolen from a locked vehicle | Coverage anywhere in Australia | Overseas trips up to 28 days | Covers up to the original purchase value of the lost equipment | One free reinstatement. For a complete list, check the full policy wording on your portal.

How much is Freight?

All freight charges are included in the bundle price.

Product Availability

Winthrop cannot guarantee the availability of all products and reserves the right to replace with similar product where necessary.

Privacy, Security, Terms & Conditions

Refer to: <https://portal.winaust.com.au/attachments/tc.pdf>