

FREQUENTLY ASKED QUESTIONS

How long can I spread payments over?

The maximum payment option will depend on how long your child has left at the school. For example; if your child is going into Year 7, 8 or 9 you can choose to spread the payments over 12, 24 or 36 months. If your child is in year 10 your maximum term option will be 24 months.

Why are we using a 1:1 payment programme?

The benefits of using this programme are:

- Flexible payment options.
- Device cover, protecting the device against theft or accidental damage with no excess and with no set limit of claims.
- Easy to use, contact us ticket page to get in touch with our customer service team.
- Full ownership of the device once final payment is made.

Will there be any credit checks?

No, everyone is approved.

How will I make payments?

Payments will be made via Direct Debit using an online portal provided and administered by Freedom Tech.

Is there any financial assistance available?

If you are interested in the programme but are experiencing financial hardship, or you are eligible to Free School Meals or Pupil Premium, please get in touch with the school for a conversation in confidence, and we will explore what support we can provide.

What happens if I miss a payment?

Please contact Freedom Tech if you have missed a payment using their ticket service www.freedomtech.co.uk/help/

Please note until your payment is made, your repair cover is not valid.

What happens if I can no longer afford the device?

If you can no longer afford the device, please let the school know in case of any eligibility for financial support. If this is not applicable you will need to return the device to the school and let Freedom Tech know via their ticket service www.freedomtech.co.uk/help/

What happens if my child leaves the school?

You can either pay off your outstanding balance to keep this device or you can return the device to the school and let Freedom Tech know via their ticket service www.freedomtech.co.uk/help/

Can they use the device at home?

Yes, the student can use the device to further enhance their learning and we recommend that you set your security settings on your Wi-Fi accordingly.

When will I receive the device?

Devices are due to be delivered to the school for distribution to parents/students in September. The school will be in touch when they are ready for hand-out.

Who owns the device?

The device belongs to Freedom Tech whilst the device is subject to a payment plan. The student will be able to use the device 24/7. The student will own the device once the final payment has been made.

How many devices can I order?

One device per student at the school.

Does this mean exercise books will be outdated?

Most definitely not! Traditional methods of learning and teaching still have an important place in education and will continue in our school. The device should be seen as an additional educational tool, a tool to enhance learning rather than replace these methods. This will ensure students' handwriting skills continue to be developed.

For any further questions, please see our **additional FAQs section at:**
www.freedomtech.co.uk/faq

If your query is not answered in our FAQs, please contact us by visiting:
www.freedomtech.co.uk/help/

Please raise a ticket choosing type 'Other' and we will respond to you within 4 working hours.