



STUDENT LAPTOP PROGRAM FAQs

Email studentlaptops@cpp.edu Website www.BroncoBookstore.com/StudentLaptops

- 1. If I choose to be a part of this program when do I get my computer?**
 - a. We will begin distribution approximately two weeks prior to the start of classes. If you intend on having it shipped, we will make prior arrangements with you to ensure the delivery and your departure date to Cal Poly Pomona don't overlap.

- 2. Is there a deadline to opt-in/out of the laptop program?**
 - a. For those paying through a payment plan, the deadline to opt-in and out of the program is the same as the corresponding semester start date of two weeks after the start date. Please check out the university's current academic add/drop deadlines page for specific dates: <https://www.cpp.edu/studentuccess/calendar/registration-adddrop-deadlines.shtml>. For those purchasing a laptop outright/paid in full, there is no deadline.

- 3. Can I use financial aid to pay for my laptop?**
 - a. Yes, financial aid can be used. If you choose to use financial aid through a payment plan, each payment will be billed to your student account and financial aid will be applied if it is available. But you must make arrangements through [the Bookstore](#).

- 4. Can I use Bronco Bucks to pay for my laptop?**
 - a. Yes, but you must make arrangements through [the Bookstore](#).

- 5. Can I switch my laptop later to a newer or better one?**
 - a. No. Please note that students are responsible for continuing payments for their selected laptop through the end of the payment plan and/or until the amount is paid in full. But once paid in full you however you can always [trade-in your device at our Bronco Tech center](#) once all payments have been made

- 6. What if I want to cancel my laptop purchase or enrollment into the laptop program?**
 - a. You will need to make arrangements through the Bookstore at studentlaptops@cpp.edu.

- 7. What if I don't want to be in the program anymore? Can I get a full refund?**
 - a. Refunds will be handled on a case-by-case basis. You will need to make arrangements through the Bookstore at studentlaptops@cpp.edu.



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8. Will the Bookstore buyback my laptop in the future?

- a. There is currently no program for this, however you can always [trade-in your device at our Bronco Tech center](#) once all payments have been made.

9. What happens if my laptop is lost or stolen?

- a. Please note you will still be held responsible for paying off your device in full. Additionally, a new device agreement cannot be started until any previous device agreements are completely paid in full.

10. Am I liable if my laptop gets compromised through malware/viruses/hackers, etc.?

- a. All users are solely responsible for the maintenance and care of their machines, including but not limited to software, hardware, virus detection, and malware blockers.

11. Can I buy any laptop in this program in one upfront payment?

- a. Yes, all laptops offered through this program can alternatively be purchased instead of utilizing the payment plan.

12. While making payments, is this laptop strictly for educational use, or can I use this laptop for personal use, outside work for my job, or contracted work, etc.?

- a. The laptop is yours to use to your preference, like any other electronic item you own, as long as payments are current. But do take into consideration that if you at some point return the device before your payments end, the device return will be subject to the Bookstore's discretion if it will be allowed to be returned.

13. What happens if stop going or transfer from CPP?

- a. Please note you will still be held responsible for paying off your device in full.

14. Can I have my laptop shipped to my home or parents' home?

- a. Yes, but you must make arrangements through [the Bookstore](#).

15. What happens if I miss a payment? Are there late fees?

- a. Missed payments will place a financial hold on your records until payments are up to date. Financial holds will limit your ability to enroll in future semesters and/or get your diploma.



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16. Do we get charged interest?

- a. The price offered is all-inclusive, and there are no additional interest charges.

17. Are there other student offers/deals on tech besides this program?

- a. Yes, please check with our Bronco Tech associates for the latest offers.

18. Why is the MacBook Pro extended AppleCare+ warranty and accident protection not included in the Student Laptop Program?

- a. The Dell package and special pricing is a promotion that was created between Dell and CPP and is being offered exclusively to students and the CPP community.

The MacBook Pro comes standard with AppleCare warranty service and phone/chat support for free, with one year for the warranty and 90 days of phone support.

Optional: *AppleCare+ is \$183 for MacBook Air and \$249 for MacBook Pro. AppleCare+ for Mac extends your coverage to three years from your AppleCare+ purchase date. It also adds up to two incidents of accidental damage coverage, each subject to a service fee of \$99 for screen damage or external enclosure damage, or \$299 for other damage, plus applicable tax.

*Price subject to change without notice at Apples discretion.

19. Why do you not offer a payment plan on the MacBook Pro laptop?

- a. You can apply for a device loan through the [Cal Poly Federal Credit Union](#).

20. Do I have to purchase the recommended laptop package?

- a. Currently, this is an optional program. Recommended laptops from academic colleges are not required for success in your classes.

21. If I switch majors and need a more powerful laptop, can I exchange my laptop?

- a. No. Please note that students are responsible for continuing payments for their selected laptops through the end of the payment plan or until the device is paid in full. We recommend opting for a higher performance laptop if you believe you might need it. **But note that once opened, there are no returns/exchanges.**

22. When will I own this laptop?

- a. Students will own their laptops once all outstanding payments have been made in full.



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23. How will I receive my laptop, and when will I receive it?

- a. Once you sign up for the program, we will contact you on a future date to determine a pickup date or arrange for shipping – please note shipping will incur an additional charge.