



STUDENT LAPTOP PROGRAM FAQs

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

- 1. 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.

- 2. Can I use Bronco Bucks to pay for my laptop?**
 - a. Yes, but you must make arrangements through the Bookstore.

- 3. 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.

- 4. 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. Please contact the Bookstore. ***But note that once opened, there are no returns/exchanges.***

- 5. 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.

- 6. 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.

- 7. 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.

- 8. 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.



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- 9. 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.?**
- 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.
- 10. What happens if stop going or transfer from CPP?**
- Please note you will still be held responsible for paying off your device in full.
- 11. Can I have my laptop shipped to my home or parents' home?**
- Yes, but you must make arrangements through the Bookstore.
- 12. What happens if I miss a payment? Are there late fees?**
- 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.
- 13. Do we get charged interest?**
- The price offered is all-inclusive, and there are no additional interest charges.
- 14. Are there other student offers/deals on tech besides this program?**
- Sometimes, please check with our Bronco Tech associates for the latest offers.
- 15. Why is the MacBook Pro extended AppleCare+ warranty and accident protection not included in the Student Laptop Program?**
- The program is currently only for Dell. See Bookstore for promotions and offers on all other products that are not part of this program.
- 16. Do I have to purchase the recommended laptop package?**
- Currently, this is an optional program. Recommended laptops from academic colleges are not required for success in your classes.
- 17. When will I own this laptop?**
- Students will own their laptops once all outstanding payments have been made in full.