

BYOD VENDOR PORTAL – Dell & HP Laptops

Background:

From the inception of our BYOD Vendor portal over 4 years ago, until very recently in 2021, all products from Dell and HP on our BYOD vendor portal included 3 years warranty and 3 years accidental damage protection (ADP) embedded in the advertised price.

What's Changed in 2021:

- Australia wide, there have been complaints about add on insurance policies not being honoured, from lawn mowers to refrigerators, nothing to do with HP or Dell laptops in our portal – ADP has always been honoured by both companies as many of you will know. In the second half of 2021, in response to such complaints, the Federal Government has legislated as follows:



“the Government responded to the Royal Commission’s findings and recommendation by introducing a deferred sales model for add-on insurance. The deferred sales model requires a clear four-day pause between when a customer enters a commitment to acquire a principal product or service, and when they are offered or sold an add-on insurance product (‘deferral period’).”

<https://asic.gov.au/media/bf4je4rz/rg275-published-28-july-2021.pdf> (excerpt from page 4)



- This means that both HP and Dell are no longer permitted to embed the cost of the ADP in their product price. You/they must wait 4 days after purchase to have this added on to your purchase.
- As both HP and Dell are global companies, there is nothing we can do at a school level to ensure both handle this new situation in the same manner.
- Please note the displayed pricing differences outlined below – as it can appear that one is a better buy than the other – the given ADP fee needs to be added to the displayed price to get your total figure.

Advice for you, the consumer, for each company is set out below. **I can assure you that given the number of cracked screens, water damage, broken casings we see on a daily basis, it is DEFINITELY well worth the effort to purchase the ADP care package:**

Steps to follow at point of purchase:

STEPS TO FOLLOW		
1. Go to Vendor Portal	http://hp.com.au/byod	www.dell.com/byod/DOESecondary
2. Enter site	Code: <i>helensvaleshs</i> then press START SHOPPING	Fill in account prompt to view products (not a commitment to buy)
3. Browse products	<ul style="list-style-type: none"> • Devices arranged low to high end devices • Also Accessories menu 	<ul style="list-style-type: none"> • Devices arranged in categories (left side menu) • Also Accessories menu
4. Product prices VERY IMPORTANT!	<ul style="list-style-type: none"> • N.B. Displayed price includes only 1 yr warranty • ADD \$219 to displayed price (for 2 yrs extra warranty + 3 yrs ADP) • Ensure you click on REGISTER NOW option at top of page so that you will be emailed (as per 4 days later new Govt regulation) 	<ul style="list-style-type: none"> • N.B. Displayed price includes 3 yrs warranty • ADD \$132 to displayed price (for 3 yrs ADP) • Once purchase is made, Dell sends you an ADP quote to the email address used at purchase (as per 4 days later new Govt regulation)

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STEPS TO FOLLOW		
5. Add to Cart	<ul style="list-style-type: none"> • SHOP NOW Your selected laptop • Plus any additional accessories 	<ul style="list-style-type: none"> • Use Customise & Buy option and Add to Cart • Plus any additional accessories
6. Need help while browsing/shopping?	<ul style="list-style-type: none"> • Chat function available • Contact our BYOD reps: Darryl Morgan: 0450629359 or darryl.morgan@hp.com Jane Burgess: 0410853724 or jane.burgess@hp.com 	<ul style="list-style-type: none"> • Help button available top left corner home page • Contact our BYOD rep: Deanna Calicetto: 0405754902 or Deanna.calicetto@dell.com
7. Finalise purchase	<ul style="list-style-type: none"> • HP also have 24 months interest free Latitude Finance link – blue banner top of home page. 	<ul style="list-style-type: none"> • Dell do not offer interest free finance
8. Follow Up for ADP	<ul style="list-style-type: none"> • You will receive an automated email within 24 hours from the online store • It is just to tell you that BYOD team will contact you in 4-5 days to help you with ADP 	<ul style="list-style-type: none"> • Once product is purchased and shipped you will receive a separate quotation by email for the ADP component