

Ref: CT-220509VP

16th of February 2023

Parents/Caregivers of Jerudong International School Brunei Darussalam

Subject: Acer Google Chromebook Readiness Package for Jerudong International School Students

Dear Sir/Madam.

We would like to express our appreciation to you for trusting our company to be able to provide you with our services especially on providing Acer Chromebook to your use.

With this letter we would like to share with you our readiness plan and how the process to purchasing the Acer Chromebook.

Product Availability:

Concepts Group will be the point of contact for this agreement. Concepts Group will make sure the availability of the Chromebook based on the model that been agreed JIS. Concepts Group will share the lead time to JIS if in case the product is out of stock. Concepts Technologies will appoint the reseller with the storefront to make it easier for the parents and student to purchase the Chromebook. Currently the reseller under the Concepts Group will be **Concepts Commercial Suppliers** whose store is in Kiulap. Our reseller's Retail Salesperson (RSP) will be informed about the product knowledge of the Chromebook accordingly to be able to assist the parents on purchasing the Chromebook.

Specifications of the Chromebook as below:

1.	Chromebook 311 C733-C8F7 <ul style="list-style-type: none">• Celeron N4120• Chrome OS• 2.60GHz, 4MB Cache, 4 Cores, 4 Threads• 4GB of onboard LPDDR4 Memory• 32GB eMMC Storage• 802.11ac, Dual Band (2.4GHz & 5GHz), 2x2 MU-MIMO, Bluetooth 5.0• 11.6" HD 1366x768 resolution, high-brightness Acer ComfyView LED-backlit TFT LCD• Intel® UHD Graphics 600• HD camera 1280x720 HDR, Android Runtime for Chrome• Two built-in speakers, Built-in microphone• 1.26kg, 45Wh 2 Cell Battery, up to 12 hours• USB Type-C 45 W Google PD AC adapter:• Discrete H1 Trusted Platform Module (TPM) solution for Chromebook, Kensington lock• Two USB Type-C ports, Two USB 3.1 Gen 1 ports, Audio jack• 302 (W) x 209 (D) x 21.3 (H) mm• 3 years Parts & Labor, Carry-in warranty with One-year International Traveler Warranty (ITW)• Acer Laptop Backpack	BND 438.00

Pricing:

The student price offer will be valid from now till further notice.

Price offer by Concepts Group to JIS is subject to the directive of Acer Malaysia.

Warranty:

For this specific agreement, Acer will provide 1-year warranty plus the 2 years extensions. Total warranty will be 3 years.

Warranty will follow Acer's warranty descriptions as follows:

3 years warranty against manufacturer's defects, but excludes LCD screen cracks, scorch marks, heat related damage from misuse, liquid related damage from spillage or immersion, software issues, etc.

After-Sales Service (Warranty, Repairs and Replacements):

After sales service will be handled by OnTime Service Network of Concepts Group, an Authorised Service Provider appointed by Acer and Highpoint Service Network.

To claim the warranty, parents just need to bring the purchased Chromebook to OnTime Service Network. Each purchased Chromebook will have a warranty sticker at the back of the Chromebook that states its Activation Code. The representative from OnTime Service Network will then perform the necessities based on the Activation Code shown.

If by any circumstances, the Chromebook does not have the warranty sticker at the back, parents will just need to show the receipt of the purchase to the representative of the OnTime Service Network for further checking to verify the validity of the warranty for the purchased Chromebook.

On-Time Service Network will ensure to provide after-sales services that is within and beyond the warranty coverage.

Below is an estimation time of repair or replacement for typical issues with Chromebook devices that we attend to:

No.	Examples of Chromebook Typical Issues	Timeline of repair/replacement
1	Keys coming off the keyboard	24 to 48 hours max.
2	Keys go missing from the keyboard	24 to 48 hours max.
3	Specific keys are not working	24 to 72 hours max.

4	When some keys are typed, some other characters typed along with it	24 to 72 hours max.
5	Broken monitor	24 hours
6	Monitor's hinge becomes loose	24 hours
7	Mouse pad clicks (bottom corners of the pad) getting tight	24 hours

Kindly take note that estimated time of repair and replacement is subject to the availability of the spare part items.

Should there be an overwhelming number of cases with similar issues that are challenging to be resolved through repair, we may decide to replace the affected Chromebook with a brand-new Chromebook on a one-to-one basis.

On Time Service Network location and contact as follows:

B22 1st Floor, Block B, Bangunan Habza, Simpang 150, Kg Kiulap, Bandar Seri Begawan

BE 1518, Brunei Darussalam

+673 2233556/9, +673 7123311 / 872230 / 872233

Mondays to Saturdays, 9AM to 6:30PM

Where to Purchase the Acer Chromebook:

Concepts Commercial Suppliers
Block B, B23 & B24 Bangunan Habza, Bandar Seri Begawan BE1518
from 9AM to 6:30PM, Monday to Saturday
223 3551/2/3

How To Purchase:

Parents will be assisted to look for the model when bookings are made via contacting Concepts Commercial Suppliers retail store or walk-in. The Retail Salesperson will show the model and explain on the specifications where needed. Parents may proceed to the cashier to proceed with the purchase.

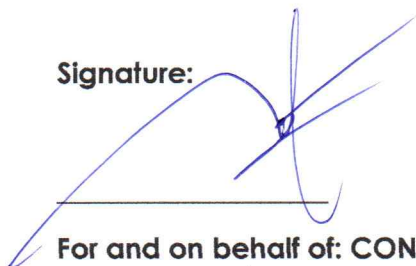
Payment Mode:

Cash, Credit Card or Debit Card at our cashiers at the stores e.g., Concepts Commercial Suppliers,

With heartfelt gratitude, we would like to thank your consideration on the above write-up with regards to the supply of the Acer Chromebook.

Sincerely yours,

Signature:

A handwritten signature in blue ink, consisting of a large, stylized 'C' followed by a series of loops and a final flourish.

For and on behalf of: CONCEPTS GROUP

Date: 16/2/2023