

30<sup>th</sup> of April 2024

Parents/Caregivers of Jerudong International School and Panaga School Brunei  
Darussalam

Subject: Acer Google Chromebook Readiness Package for Jerudong International  
School and Panaga 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 in providing Acer Chromebook for your use.

With this letter, we would like to share with you our readiness plan and how the process of 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 is based on the model that has been agreed upon. Concepts Group will share the lead time with Jerudong International School and Panaga School if in case the product is out of stock. Concepts Technologies will appoint the reseller with the storefront to make it easier for parents and students to purchase the Chromebook. Currently, the reseller under the Concepts Group will be **Concepts Commercial Suppliers** where the 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 parents in purchasing the Chromebook.

Specifications of the Chromebook are as below:

<b>Chromebook 311 C733-C8F7</b>	
<ul style="list-style-type: none"><li>• Celeron N4120</li><li>• Chrome OS</li><li>• 2.60GHz, 4MB Cache, 4 Cores, 4 Threads</li><li>• 4GB LPDDR4 Memory</li><li>• 32GB eMMC Storage</li><li>• 802.11ac, Dual Band (2.4GHz &amp; 5GHz), 2x2 MU-MIMO, Bluetooth 5.0</li><li>• 11.6" HD 1366x768 resolution, high-brightness Acer ComfyView LED-backlit TFT LCD</li><li>• Intel® UHD Graphics 600</li><li>• HD Camera 1280x720 HDR, Android Runtime for Chrome</li><li>• Two built-in speakers, Built-in microphone</li><li>• 1.26kg, 45Wh 2 Cell Battery, up to 12 hours</li><li>• USB Type-C 45 W Google PD AC adapter/</li><li>• Discrete H1 Trusted Platform Module (TPM) solution for Chromebook, Kensington lock</li><li>• Two USB Type-C ports, Two USB 3.1 Gen 1 ports, Audio jack</li><li>• 302 (W) x 209 (D) x 21.3 (H) mm</li><li>• 3 years Parts &amp; Labour</li></ul>	BND 428.00

**Pricing:**

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

The price offered by Concepts Group to Jerudong International School and Panaga School is subject to the directive of Acer Malaysia.

**Warranty:**

For this specific agreement, Acer will provide a 3-year warranty.

The warranty will follow Acer's warranty descriptions as follows:

3-year 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 Services 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 on 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 on 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.

Ontime Service Network will ensure to provide after-sales services that are 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.	Example of Chromebook Typical Issue	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 are typed along with it.	24 to 72 hours max.
5.	Broken monitor.	24 to 72 hours max.
6.	The monitor's hinge becomes loose.	24 hours.
7.	Mouse pad clicks (bottom corners of the pad) getting tight.	24 hours.

Kindly take note that the 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 resolve through repair, we may decide to replace the affected Chromebook with a brand-new Chromebook on a one-to-one basis.

**On-time Services Network location and contact information are as follows:**

B22, 1<sup>st</sup> Floor, Bangunan HABZA, Simpang 150, Kg Kiulap, Bandar Seri Begawan, BE 1518,  
Brunei Darussalam.

+673 2233556/7, +673 7123311 / +673 872230 / +673 872233

Monday to Saturday, 9 am to 6 pm.

**Where to purchase the Acer Chromebook:**

**Concepts Commercial Suppliers,**

Block B, B23 & B24, Bangunan HABZA, Bandar Seri Begawan, BE1518.

From 9 am to 6 pm, Monday to Saturday.

+673 223 3551/2/3

**How to Purchase:**

Parents will be assisted in looking 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 the specifications where needed. Parents may proceed to the cashier to proceed with the purchase.

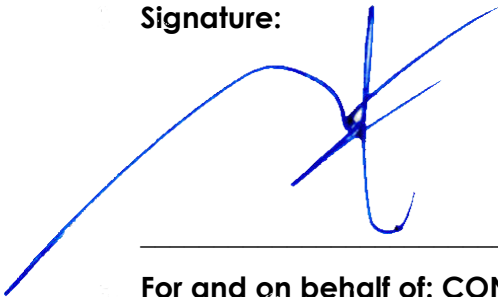
**Payment Mode:**

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 you for your consideration of the above write-up about the supply of the Acer Chromebook.

Sincerely yours,

**Signature:**

A handwritten signature in blue ink, consisting of a large, sweeping initial 'C' followed by a vertical line and a loop.

**For and on behalf of: CONCEPTS GROUP**

**Date: 30<sup>th</sup> April 2024**