



Ref: CT-250218VP

18th of Feb 2025

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.

CONCEPTS COMMERCIAL SUPPLIERS

B22, B23 & B24, Block B, Bangunan HABZA, Spg 150, Kg Kiulap, Bandar Seri Begawan BE1518, Brunei Darussalam
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Specifications of the Chromebook as below:

1.	<p>Acer Chromebook Spin 311, CP311-2H-C8XX</p> <ul style="list-style-type: none"> • Intel® Celeron® N4120 Processor (2.60GHz, 4MB Cache, 4 Cores, 4 Threads) • Chrome OS • 4GB LPDDR4 Memory • 32GB eMMC Storage • Intel® UHD Graphics 600 • 11.6" IPS HD 1366 x 768, high-brightness LED-backlit TFT LCD • HD camera 1280x720 HDR, Android Runtime for Chrome • Two built-in speakers • Two built-in digital microphones • 802.11ac, Dual Band (2.4GHz & 5GHz), 2x2 MU-MIMO, Bluetooth 5.0 • Two USB Type-C ports, Two USB 3.1 Gen 1 ports, Audio jack • USB Type-C 45 W Google PD AC adapter • Discrete H1 Trusted Platform Module (TPM) solution for Chromebook, Kensington lock • 296 (W) x 206 (D) x 19.95 (H) mm • 1.19kg, 38Wh 3 Cell Battery, up to 10 hours • 3 years Parts & Labor, Carry-in warranty with One-year International Traveler Warranty (ITW) • Acer Laptop Backpack Bag • FREE, Acer USB Wired Mouse 	BND 498.00
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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.

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Microsoft
CERTIFIED
Technology Specialist

Microsoft
CERTIFIED
Professional

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:

B24 1st Floor, Block B, Bangunan Habza, Simpang 15, Kg Kiulap, Bandar Seri Begawan

BE 1518, Brunei Darussalam

+673 2233556/9

Mondays to Saturdays, 9AM to 6:00PM

Where to Purchase the Acer Chromebook:

Concepts Commercial Suppliers
B22, B23 & B24 Block B, Bangunan Habza, Spg 150, Kg Kiulap, Bandar Seri Begawan BE1518
from 9AM to 6:00PM, 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.

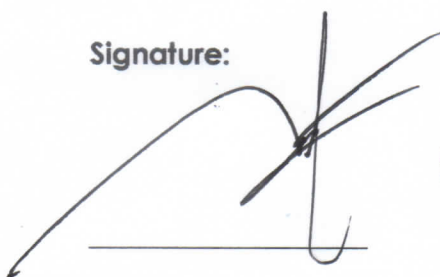
Payment Mode:

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:



For and on behalf of: CONCEPTS GROUP

Date: 19/02/2025