

Standard Terms and Conditions DSA

Delivery Procedure

- Student Delivery Confirmation must be issued within 1 day of receiving the DSA entitlement letter or upgrade payment
- Delivery must take place within 10 working days of the order received date*
- Students must be offered a Pre 10:30 or 2 hour delivery slot
- Setup and familiarization must take place at the same time as delivery. Students may request to have the setup on the same day but at a different time
- Students may also request to have the setup and familiarization on a different day to the delivery. This must be noted on the Engineer Checklist and recorded in the student call logs
- Students must be advised of any delays in delivery as soon as possible.
- If we do not receive contact from the student, we must attempt to contact the student again
- If the student does not contact us within 10 working days, we must contact the funding body
- The engineer must complete all tasks outlined in the Engineers Checklist with the student and the checklist must be signed off by the student.
- Delivery, set up and familiarization will last up to 1.5 hours, unless terminated early by the student. Such cases must be noted on the Engineers checklist and signed off by the student.

*DSA entitlement letter or upgrade payment receive date

Training Procedure

- Training will be organised with the student for a date and time that is suitable to them.
- Training/ Tuition sessions take place in your home or work place.
- If required, students can take your training in neutral training rooms in Old Street, London.
- In some circumstances we can also arrange Remote Tuition.
- Training confirmation is sent to the student via email.
- Students can cancel/reschedule any sessions provided we are notified within 24hours of the session taking place.
- Once the first training session has taken place, the student can re-book further sessions directly with their tutor, or through the office.

Aftercare Services

- Assistive Solutions will support students with aftercare services up until the end of their studies.
- We will discuss with the student via phone or email the nature of the problem and determine support issue
- Support will be given over the phone where possible and our technicians can log in remotely to students machines, if needed, to resolve the problem.
- If the student's issue cannot be resolved remotely, we will organise for a collection to take place so the equipment can be brought in for repair.
- We aim to complete all repairs in 3-5 working days. Complex repairs on occasions can take 5-10 working days.
- We will always inform students of their predicted repair timescales.
- Loan equipment will be provided on a case by case basis.

Complaints Procedure

Our complaints procedure

Assistive Solutions is committed to providing good quality services. We recognise however, that we sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

We will deal with your complaint

We do not look on complaints as unwanted. In fact, they may help us to see where our services or procedures might be improved. So do let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

How to complain

Step 1: Contacting us

The first step is to talk to a member of Assistive Solutions staff. This can be done quite informally by telephone.

Usually, the best staff member to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then ask to speak to a different person.

We will try to resolve the problem on the spot if we can. If we can't do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days or we will make some other arrangement acceptable to you.

Step 2: Taking your complaint further.

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give them a chance to put things right. However, if you are still unhappy, the next step is to put your complaint in writing to the Managing Director of Assistive Solutions, setting out the details, explaining what you think went wrong and what you feel would put things right. If you are not happy about writing a letter, you can always ask a member of staff to take notes of your complaint. You should make sure you agree with what they have recorded and that they provide you with your own copy for reference. This record will be passed promptly to the Managing Director to deal with.

Once the Managing Director receives a written complaint, he will arrange for it to be fully investigated. Your complaint will be acknowledged in writing within five working days of receiving it and the letter will say when you can expect a full response. This should normally be within three weeks unless the matter is very complicated, such as where other organisations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

Step 3: The next stage

If you are not satisfied with the Managing Director's investigation then you can opt to have the matter referred to your Disability Officer or your Assessor/Assessment centre.

If you are still not satisfied with the outcome after this, the matter will be referred to the Funding Body, who in consultation with other stakeholders will make the final decision.

Insurance & Warranty Policy Summary

Insurance

Insurance Provider: CompuCover

Type of Insurance and cover

Your policy covers theft and accidental damage for all computer hardware, including peripherals such as printers and scanners at the location on the schedule and, in the case of portable equipment, wherever it is situated.

Features and Benefits of Insurance Cover

You are insured up to the amount shown in the Certificate of Insurance in respect of any one loss or series of losses arising out of any one occurrence.

Significant Exclusions and Restrictions to your Insurance

- Theft from unattended cars where the item is not locked away in the boot.
- Theft from premises unless the entry or exit was gained by forcible or violent means
- Equipment was being used by a third party
- You must ensure that the equipment is operated and serviced in accordance with the manufacturer's recommendations.

Insurance Claims or Queries

If you have a query or you would like to initiate a claim please call CompuCover Insurance on 01788 563111 or email claims@compucover.co.uk. Please note that where you believe a criminal offence has been committed, you will need to notify the police and obtain a Crime Reference Number. If you would like further assistance from Assistive Solutions you can contact us on 0203 519 8000 or email insurance@as-dsa.com

Warranty Cover

The warranty covers equipment failure, transit damage and technical problems.

Technical Assistance

We can normally resolve any technical problems over the phone or using our pre-installed remote support software, however if this is not possible we can arrange an onsite visit by an engineer or a return to base to repair your machine at our premises. In the event of a repair that requires the equipment to be returned to the manufacturer, we will deal with all aspects of the return process. Please note that the technical support process is free of charge.

Personal use, Viruses and Trojans

Please remember that your equipment is intended for college/university work.

Although you are free to use your equipment for other, personal activities, be aware that accessing insecure or malicious websites will greatly increase the likelihood of contracting a virus or other malware. In addition, using non-recommended software can result in advertising being installed onto your computer and into your web browser, which often results in popups, toolbars, and page redirection while browsing. For the purposes of the warranty, adware programs as they are known are classed alongside malware and viruses.

If you have been supplied with a computer, one or more anti-malware products will have been installed and should be left running at all times and updated regularly. Suspending or uninstalling this software greatly increases the likelihood that your computer will become infected. Please note that Anti-malware software should not be taken as complete protection against all threats and customer caution is highly recommended.

If you believe your computer is infected, the recommended first action is to initiate a full system scan and allow this to complete. Should you require assistance with the removal of a virus, adware or other malicious software, the first procedure will be provided free of charge. However, for subsequent instances a charge may be applicable, in which case this will be discussed with you beforehand.

Restrictions and Exclusions

- Accidental damage
- Wear and tear or damage caused by misuse
- Theft

Contact Numbers

If you have a query or believe that a warranty claim is necessary, please contact us on one of the following numbers:

London:	0203 519 8000
National Rate:	0330 010 3775
Freephone:	0800 411 8875