



Kootuitui ki Papakura

Chromebook Returns and Refunds Policy

Effective From: March 2025
Policy Number: Thirteen
Review Date: March 2027

Introduction

The Trust enters into Credit Sale Agreements with parents and caregivers for the sale and purchase of a learner device bundle for children in Kootuitui schools. The purpose of this policy is to set out the circumstances in which a refund can be given, and the related procedure.

Purchaser Commitment

1. In signing the Credit Sales Agreement, purchasers acknowledge that they have read and agree to all terms and conditions set out therein.
 2. A device, charger and case will be allocated to a student upon the purchaser entering into a Credit Sales Agreement, paying a deposit and having started making payments, or when the device has been paid for in full up front, with these monies in the Trust bank account.
 3. Page four of the Credit Sale Agreement contains provisions for cancellation of the device. No refund is payable in circumstances where a whaanau chooses to return the device due to reasons outside of the agreement.
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Returns

1. In the event of faulty goods, the equipment will be repaired under the terms of the extended manufacturer's warranty that forms part of the purchase.
 2. A purchaser may cancel their agreement up to the time the device is physically issued to the student. In this circumstance, the deposit and/or payments made will be refunded to the purchaser and the Credit Sales Agreement cancelled.
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Payments - over and under

1. Kootuitui will make every effort to advise purchasers when the device is nearing full repayment so that purchasers can cancel their automatic payments.
2. An invoice will be issued to the purchaser confirming full payment of the device.

3. When purchasers do not cancel their payments in time, Kootuitui will hold any resulting overpayments in a separate cost centre, and request the purchaser's bank account number into which the refund will be paid.
 4. A refund for overpayment will be paid if payments up to that date have been more than required under the Agreement.
 5. Underpayments under \$10 will not be sought. All overpayments will be repaid.
 6. No additional administration fee will be charged for any refund activity.
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