JB Hi-Fi Education.
More for Education.

JB HI-FI Education

The Big BYOD Toolkit for Parents



BYOD parent's toolkit 2023/24

How to order your child's device

We've made browsing and ordering technology a breeze.

Here's how it works:

1. Go to **www.jbeducation.com.au/byod/**.
2. Enter the BYOD code as supplied by your school.

   CLAYTONNPS2025
3. Once logged in, select a student program.
4. Choose your preferred delivery method.
5. Follow the prompts to select your products, accessories and nominate for insurance. Enter your details to proceed.
6. Choose a payment method and complete your order. **No surcharges on credit card purchases.**

If you have any questions, we're here six days a week:
Web: **www.jbeducation.com.au/byod/**
Call: **1300 730 548**
Email: **byodsupport@jbhifi.com.au**

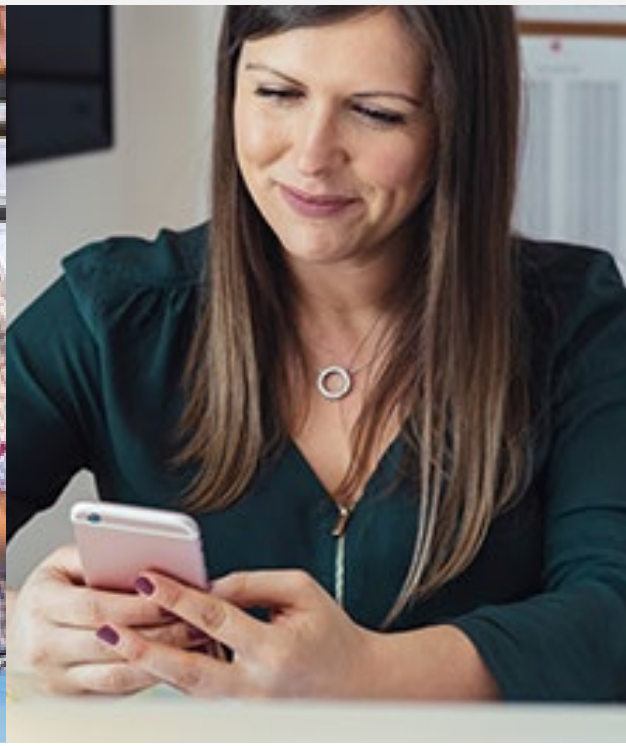
Visit our Parent Hub for everything BYOD

Want to know more? The JB Hi-Fi Education Parent Hub has all the tips and tricks you'll need to effectively navigate our BYOD portal.

We provide advice, guidance and support to ensure you select and purchase the most appropriate technologies for optimal learning.

Take me straight to the **Parent Hub**.





Getting your devices delivered pronto

We offer fast, contactless delivery options for BYOD customers, including home delivery, school delivery or pick-up from a participating JB Hi-Fi retail store of your choice.

Home delivery

Contactless delivery can be made direct to your door, unless your school requires your order to be delivered to the school first.

Store pickup

You're welcome to collect your BYOD order from any participating JB Hi-Fi retail store in Australia. When ordering, you'll see that we list the five stores closest to your school to make it even easier for you.

If you choose store pickup, you'll be notified by email and/or SMS as soon as your order is ready to collect. All you have to do is show your confirmation message and provide photo identification (e.g. driver's licence) to a JB Hi-Fi staff member when you arrive at the store.

School delivery

Some schools may request that devices are delivered to the school and then handed out to students. This may occur when a school wants to add a logo, your child's identification, an image or software to the device, or they may need to connect it to the school Wi-Fi network and ensure everything is working as it should.

Our BYOD portal will advise if school delivery has been requested when you're ordering your equipment.



Your protection if things go wrong

Even the best equipment can be subject to failure or problems. That's why we're ready for anything so your downtime is never a long time.

If you experience an issue with your device within the period covered by either the Manufacturer's Warranty, Extended Warranty or the JB Hi-Fi Minimum Voluntary Warranty Policy, JB Hi-Fi will arrange a refund, repair or replacement in accordance with the terms of the policy.

Note that all equipment sold by JB Hi-Fi Education is covered by the consumer guarantees under the Australian Consumer Law (ACL), along with a standard manufacturer's warranty and JB Hi-Fi's Minimum Voluntary Warranty Policy. Details can be found here: **https://support.jbhifi.com.au**.

How to log a warranty repair claim

1. **Visit https://productcare.jbeducation.com.au.**
2. **Submit the details of your warranty claim.**
3. **Once submitted, you should receive a notification email confirming receipt.**
4. **A member of our warranty service team will then contact you and/or your school to determine if it is a hardware fault and then arrange repair of the faulty unit.**

If you would prefer to deal with the manufacturer directly regarding the repair of your equipment, please visit our Support page for further information on how you can contact them: **www.jbeducation.com.au/support/**.



Frequently asked questions

What to buy

How do I know what to buy for my child?

Everything on the BYOD portal has been selected and approved by your school for your child's study.

Do I need to buy software?

Your school decides what software they require. Sometimes software is included as part of the agreement with the school. Contact your school for more information.

Do I need to buy insurance or warranties?

You can buy insurance and extended warranty if you want. Options are available on the portal. You are not required to have insurance or an extended warranty. Our extended warranty options give you an extended period of coverage in relation to product faults on your device. These plans are provided by the Manufacturer and may (depending on the device selected by your school) include additional benefits such as: Onsite Repair at your school, Next Business Day Repair and/or assessment or Advance Replacement, where you will receive a new device even before your faulty device has been returned to us for assessment. These are services generally not covered by the standard manufacturer's warranty.

Our insurance options support devices with accidental damage protection coverage (and/or cover for theft or loss), which you can add-on to give you peace of mind that your child's device is protected against life's little mishaps.

The extended warranty products we sell provide protection against product faults and offer additional support that may not be covered by the standard manufacturer's warranty. In addition to the standard manufacturer's warranty, you may also have rights in relation to product faults under JB Hi-Fi's minimum voluntary warranty (see **https://cdn.shopify.com/s/files/1/0024/9803/5810/files/YourRights_July2014_HR_02_v3_cfdc3a23-7517-44c4-878f-329b3434feaa.pdf?294726** for further details) and/or the Australian Consumer Law (see **https://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund** for further details). You should familiarise yourself with these rights when considering extended warranty products.

What if I want my child to have a device case or other accessory?

You can choose the accessories you want for your child. You can purchase from those available on the portal or you can buy them elsewhere.

Can I choose a different colour for my child's device?

Unfortunately, no. In order to provide our special BYOD education pricing, we have to limit the product options available.

If I have more than one child at the school, do I need to place a separate order for each child?

Yes, you will need to complete an order for one child first. You will then receive an 'Order Confirmation' notification on the screen and be given an option to 'Place Another Order'. Some of your personal details will be retained so you will not have to re-enter them.

How to pay

What payment options do you accept?

There are several payment options we accept for your BYOD purchase. Credit Card, BPAY, our 12 Month Interest Free Finance option via Humm90, and buy now, pay later options. You can select to pay 'upfront' by credit card (Visa, Mastercard or American Express). Unless otherwise stated, full payment will be taken from your card when you select this option during checkout.

For BPAY payments, you can pay for your student's device direct from your bank account. We will provide you with our biller code and a reference number to use if you select BPAY as your preferred payment option. We do not accept BPAY payments via credit card.

We also offer an interest free option via Humm90. To apply for interest free, you will be able to complete an application through the BYOD Online Portal when you select Humm90 during checkout. Humm90 is a financial product provided by Flexi Group.

For buy now, pay later options, we've partnered with Afterpay and Zip to offer you choice and flexibility.

How do I know my credit card details are safe?

JB Hi-Fi Education uses an industry standard platform to transact all credit card payments. It is a highly secure system and all details submitted are encrypted. They do not retain any credit card numbers and your information is safe.

Can I pay for my order with JB Hi-Fi Gift Cards?

No, you cannot use JB Hi-Fi Gift Cards as a payment method for your BYOD order.

Frequently asked questions

My order

How can I see/track my order?

To check the status of your order, simply click on 'My Account' on the top right-hand side of the home page. Once signed in, the order history and status of your order will appear.

Can I cancel my order?

If you need to cancel your order, please contact our BYOD Customer Service Team.

You can submit a request in writing via **byodsupport@jbhifi.com.au**. Our team will respond as soon as possible. Or you can call our team directly on **1300 730 548** (Option 1), during business hours (AEST).

Can I change my order?

You cannot change your order once it is placed or add accessories, extended warranty or insurance. If you forgot to add an accessory to your order, you cannot add one once the order is made.

If you would like to add or change the warranty or insurance, you can request to cancel your existing order and create a new one. Please note, if your order has been shipped or is due to be shipped in the next few days, it may be too late to cancel.

For more information, contact the BYOD Customer Service Team on **1300 730 548**, selecting option 1, or send an email to **byodsupport@jbhifi.com.au**

Delivery or pick up

How will I receive my order?

If it is a school collection, your school will advise you of the collection date. If it is a store collection, you will be notified once your order is ready for pick-up.

When will I be able to pick up my order?

We provide an Estimated Timeframe of availability for each product. You can find this information just below the listed price of the device in your school's portal.

Support

Who do I contact for support when ordering?

Contact your school or the BYOD Customer Service Team for assistance on **1300 730 548**.

My child's device has been damaged/lost/stolen, what do I do?

If your child's device has been damaged/lost/stolen and you purchased Accidental Damage, Loss or Theft insurance with your order, you can make a claim by contacting the BYOD Customer Service Team on **1300 730 548**, selecting option 1, or send an email to **byodsupport@jbhifi.com.au**. If you know who your coverage is through, you can contact the provider directly - please visit our support page **www.jbeducation.com.au/support** for details.

My child's device is having technical problems, what do I do?

Take the device to the school's IT department. The staff will assess the device and, if necessary, they can help you lodge a warranty claim.

If this is not possible, contact the manufacturer directly for assistance. Go to the JB Hi-Fi Education Support page (**www.jbeducation.com.au/support/**) for contact information for each supplier, as well as policy information for your coverage.

If you prefer, contact the BYOD Customer Service Team directly for assistance on **1300 730 548**, or via our Contact Us form selecting the Warranty/Repair/ Returns Enquiry option.