



Family Fund, working in partnership  
with Stone Technologies Ltd, trading  
as Converge Technology Solutions

# Help with a tablet computer



## Family Fund

Helping disabled children

Please note that images are for illustration  
purposes only, with accessories extra.

[www.familyfund.org.uk](http://www.familyfund.org.uk)



# Family Fund

Helping disabled children

## Help with a tablet computer

Family Fund is pleased to offer you help with a tablet. We work in partnership with Converge Technology Solutions, to offer a wide range of tablets.

Please note that we do not offer a cash alternative for a tablet and your award must be used within three months of the date on your award letter.

## About Converge Technology Solutions

Established in 1991, Converge Technology Solutions, formerly known as Stone Group, is a leading provider of ICT solutions for education and the public sector. Converge has supplied computers for Family Fund since 2008.'

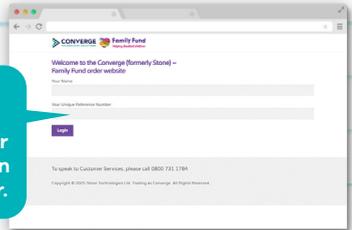
## How to use your grant

You can order your tablet online, over the phone, or simply wait for Converge to call you. If you choose to wait, Converge will call you within seven days to discuss your needs. Once you have placed your order, they will then call you to arrange delivery.

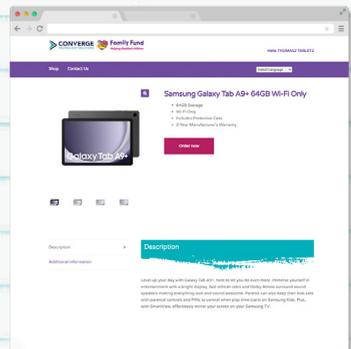
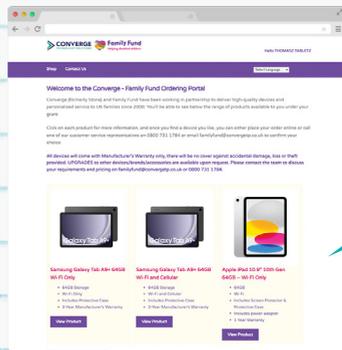
## Ordering online with Converge

Online at [familyfund.stonegroup.co.uk](http://familyfund.stonegroup.co.uk)

Please use the 7 digit unique reference number that is included in your award letter.



Browse tablets and click on a product, for further information.



Select your item and click 'order now' to add to your basket. If the item you would like is not showing on the website, please call Converge on 0800 731 1784.

## Ordering your tablet computer over the phone

To order over the phone please call Converge on **0800 731 1784** and have your award letter to hand.



## Important information

Your tablet will include a manufacturer's warranty but please contact Converge, or the manufacturer directly, if more details are needed. Unless otherwise stated, tablets are covered with a standard 1-year manufacturer's warranty.

## Delivery of your tablet computer

Your tablet will be delivered within 14 days of you placing your order and the carrier will contact you, to arrange delivery. If the carrier is not able to deliver your tablet, a card will be posted through your door. If this happens, you must contact the carrier to make arrangements for a different delivery date. You can also use the click and collect service. Please speak to Converge for more information.

## Warranty

As with all warranties, it is important to note that accidental damage, or damage caused by general wear and tear, will not be covered under the terms of the warranty. Family Fund is, unfortunately, not able to help with the cost of repairs that fall outside the terms of the warranty.

## Technical support

If you need technical support, once your tablet has been delivered, please call **0800 731 1784**. Opening times are 9am to 8pm, Monday to Friday, and 10am to 5pm, Saturday to Sunday. Converge provides a helpline for software support, for the life of your tablet.

# Frequently Asked Questions

## What if I haven't been called by Converge?

If you haven't been called by Converge within seven days, from the date of your award letter, please call them on **0800 731 1784**.

**What if I have changed address?** If you have changed address since your award you will need to call Family Fund on **01904 550055** to update your address, before Converge can arrange delivery.

## What if the tablet I would like is not offered by Converge as a standard package?

Please call Converge on **0800 731 1784** to discuss your requirements. Any item that is not part of the standard packages may be more expensive than the award you have been given. Please note that you will need to pay Converge any additional costs when you place the order.

## What if the tablet isn't working properly?

If you have any problems with the tablet, please contact the manufacturer using the information you received with your tablet. You can also call Converge on **0800 731 1784** for further assistance.

**What happens if I don't use my grant within three months?** If you don't use your grant within three months then your award will, unfortunately, need to be cancelled and the grant will be returned to Family Fund. However, Converge will make a number of attempts to contact you within the three month period.

## How and when will I receive my device?

Please contact Converge on **0800 731 1784** within 48 hours of delivery of your device if you notice any faults or damage.

## Need help using your tablet?

Family Fund offers free support for families who have been awarded a tablet grant and you can sign up to find out more about this when you order your tablet from Converge. Support includes one-to-one and group sessions, and useful resources and videos to help you get started.

You can also look at our online resources page, for useful information and tips:

**[www.familyfund.org.uk/family-fund-support](http://www.familyfund.org.uk/family-fund-support)**

## Keeping children safe online

There are some useful websites that give lots of information for parents about keeping your child safe, whilst using the internet, and to help protect your tablet computer from viruses. Please check out these useful websites below:

**[www.childnet.com](http://www.childnet.com)**

**[www.ceop.gov.uk](http://www.ceop.gov.uk)**

**[www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)**



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