



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

Help with a computer



Family Fund
Helping disabled children

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www.familyfund.org.uk



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Helping disabled children

Help with a computer

Family Fund is pleased to offer you help with a computer. We work in partnership with Converge Technology Solutions to offer a wide range of computers complete with warranty.

Please note that we do not offer a cash alternative for a computer 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.

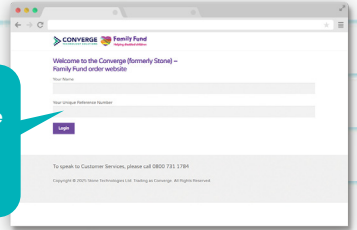
How to use your grant

You can order your computer 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.

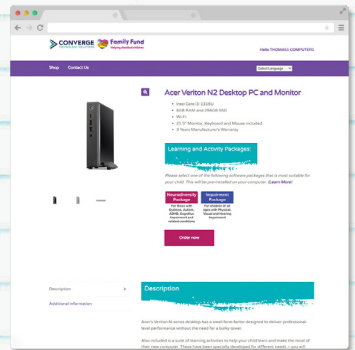
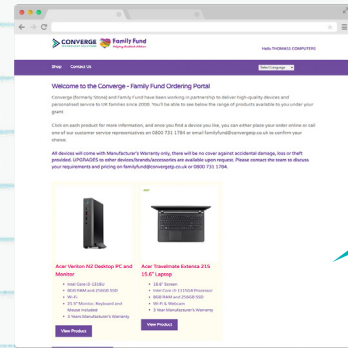
Ordering online with Converge

Online at familyfund.stonegroup.co.uk

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



Browse computers and click on a product for further information.



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

Ordering your computer over the phone

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



Important information

Your computer is supplied with a three-year warranty for technical faults. Your documents will be in the box with your computer, or pre-loaded onto the desktop. Please make sure that you read all of the documents carefully.

Delivery of your computer

Your computer will be delivered within 14 days of you placing your order and Converge will contact you to arrange delivery. If the carrier is not able to deliver your computer, a card will be posted through your door. If this happens, you will need to contact the carrier to make arrangements for a different delivery date.

Warranty

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

Technical support

If you need technical support once your computer has been delivered, please call **0800 731 1784**. We are option 1. Opening times are 9am to 8pm Monday to Friday and 10am to 5pm Saturday and Sunday. Converge provides a helpline for software support for the life of your computer.

Frequently Asked Questions

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

What if I have moved address? If you have moved 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 computer 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. You will need to pay Converge any additional cost when you place the order.

What if the computer isn't working properly? If you have any problems with your computer please contact Converge on **0800 731 1784**.

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.

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

Keeping children safe online

There are some useful websites that give lots of information for parents about keeping your child safe using the internet, and to help protect your computer from viruses. Some useful websites can be found below:

www.childnet.com

www.ceop.gov.uk

www.thinkuknow.co.uk



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