

Why do we have to purchase from you?

You don't have to purchase from us. Often schools choose to work with JB HI FI Education Solutions to help parents get better access to competitively priced devices and education software and accessory bundles, insurance, onsite repairs and interest free finance.

If I have two or more children at the school, do I need to place a separate order for each child?

Yes, you will need to successfully 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' at the same School. Some of your personal details will be retained so you do not have to re-enter them

What software is required?

Your School decides what software they require. Sometimes software is included as part of the agreement with the School. Get in touch with your School for more information about software requirements.

How can I check the status of my delivery / order?

To check the status of your order, go to: <https://www.jbeducation.com.au/byod/>. You will be able to 'Check your order' by entering your order number and the email address you submitted when you placed your order.

I already placed my order. Can I add an accessory to my order?

You can't add an accessory to an existing order. However, if you have already confirmed your purchase through our portal and would like to add or remove a product, you can cancel your existing order and create a new one.

If your order has been shipped or is due to be shipped out within the next few days it may be too late to cancel and create a new order.

For any orders placed through finance, please contact us and we'll see what we can do.

Can I cancel my order in full and obtain a full refund?

For cancellation queries, please contact Customer Service on 1300 730 548, between 9-5 AEST

What happens if my child's device gets damaged or stolen?

We recommend that you consider insurance for either Accidental Damage or Accidental Damage & Theft for your BYOD device. Device insurance is not covered by your school. You can select an insurance option when you place your order via our BYOD Online portal.

What information will I receive when I choose insurance?

Our insurance provider 'Virginia Surety Company', will email you a copy of the Policy Schedule containing your policy number, which is your order number. You will also receive information on the insurance type you chose, the device that is insured, the excess applicable and cancellation fees payable.

If I have a problem with my device and I need to make a claim, who do I contact?

Accidental Damage Claims

To lodge a claim, please contact 'Virginia Surety Company' for assistance.

Ph: 1300 786 225

Email: insurance@thewarrantygroup.com

Website: www.claimstwg.nua.com.au

For policy enquiries you can contact vscau@thewarrantygroup.com

Accidental Damage Protection

For a copy of the PDS statement please go to

[Accidental-Damage-FSG-PDS-ProtectIT.pdf](#)

Accidental Damage and Theft Protection

For a copy of the PDS statement please go to

[Accidental-Damage-Theft-FSG-PDS-ProtectIT.pdf](#)

Accidental Damage, Accidental Loss and Theft Protection

For a copy of the PDS statement please go to

[Accidental-Damage-Theft-Lost-FSG-PDS-ProtectIT.pdf](#)

For Apple devices - AppleCare Program

Ph: 1300 321 456

Website: <https://support.apple.com>

Can I change, add or cancel my insurance?

You can't add insurance to an existing order. However, if you have already confirmed your purchase through our portal and would like to add or change insurance options, you can cancel your existing order and create a new one. If your order has been shipped or is due to be shipped out within the next few days it may be too late to cancel and create a new order.

Please contact Customer Services for assistance on 1300 730 548

For orders that are shipped or are due to be shipped, please contact 'Virginia Surety Company' for assistance.

Ph: 1300 786 225

Email: insurance@thewarrantygroup.com

Website: www.claimstwg.nua.com.au

For policy enquiries you can contact: vscau@thewarrantygroup.com

What payment options are available?

You can elect to pay 'upfront' by credit card (Visa & Mastercard) or BPAY.

With BPAY 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 Once Credit. To apply for interest free you can complete an application within our BYOD Online. Once Credit is provided by Flexi Group, our Finance provider.

How do I know my credit card details are safe?

We use CyberSource to process credit card payments. CyberSource is highly secure because your credit card details are encrypted. We do not retain any credit card numbers and your information is safe.

Contact Us

Further Questions or need assistance with your order - Phone 1300 730 548