



17th November 2022

Dear Parents and Guardians of students at The Buckingham School,

I would like to thank you for your patience with the Chromebook deployment this year.

Due to the ongoing global supply chain challenges, it has become increasingly difficult to give an accurate ETA for devices being manufactured and shipping from China. The product supplied to The Buckingham School was a build to order; the device can't be found in stock, nor can it be found in retail due to the specification required by the school. It was done as a build to order to keep the cost of the unit down as we were able to exclude those parts not required.

Whilst we continue to manage our supply chain, we have had difficulty this summer with supply times from all manufacturers.

We understand the frustration and would like to apologise for any inconvenience caused. However, we were able to deliver the devices to the School on Wednesday 16th November, following pre-deployment work requested by the School, ensuring the devices were delivered in reduced packaging (reducing the carbon footprint of the delivery) in a ready to learn state. The devices have been enrolled into the schools Google environment giving quick easy access for students to log in and access their learning resources. The packaging has been sustainably disposed of by Academia.

The devices have been provided with a 3 year collect and return warranty as standard. If you need to raise a warranty claim please use the claims portal on the website you purchased your device from, linked here: <https://buckinghamschool.store.academia.co.uk/claims>

For those of you who purchased devices with insurance, please follow the same link and you will be redirected to the insurers website to raise your claim.

Thank you again for your patience in what has been a challenging deployment.

Yours faithfully,
Academia