



FREEDOM
TECHNOLOGY

ADVANCE COVER GUIDE

Day 1

Log any issues at
www.freedomtech.co.uk/help
(Please remember your order number as you will be asked for it)
You will then be contacted by a member of the Freedom Tech Customer Service team to clarify the issue

Day 2

Return the device back to the contact point at the school (this information will be provided by the Freedom Tech Customer Service Team)



Please make sure you return both the device and accessories in the original box

Day 3

Device is delivered and malfunctioning unit is collected

School set the replacement device upon their infrastructure



Day 4

Replacement is handed to the student

Freedom Tech Advance Cover

If there is an issue with your device, please follow the above procedure to get this rectified

Utilising Freedom Tech's unique, Advanced cover programme, a replacement device could be shipped to the school within days

www.freedomtech/help

*Please note the above is for guidance purposes only, the amount of time for the replacement to arrive is dependent on when the initial issue is logged and that the school contact is available to arrange the swap out