



Choose Your Own Device FAQs

Q: When will I be invoiced for my selected laptop?

A: Invoices will be issued soon after the close of the expression of interest

Q: What if my child leaves the school after the device has been paid?

A: Once the device has been paid for, we are committed to the order and as such we are unable to process a refund. However, the device can be transitioned to a BYO and reset to factory settings if you decide to go to another school.

Q: Can the school set use times for certain websites at home?

A: We are unable to set specific time frames for websites. It is highly recommended that families invest in a third-party internet filtering solution for their home devices while at home.

Q: Why can't the school set the final price of the device prior to invoicing?

A: Device prices available to the school are revised monthly by the manufacturers. Factors such as supply chain, parts cost, and demand influence the monthly prices. As such, we will only know the final price when devices are invoiced. Generally, final prices do not vary greatly.

Q: Can I make payment prior to the invoice being issued?

A: Payment cannot be made prior to invoices being issued.

Q: Are there any software restrictions on the laptop?

A: Yes. There are some programs that cannot be installed as they have been deemed unsafe for student use by Education Queensland. These include but are not limited to Steam, Discord, Bluestacks, and TikTok. This list may grow as we become aware of future programs.

Q: Can I purchase a device after the expression of interest close date?

A: Unfortunately not. We are unable to accept orders past the expression of interest close date as this is a bulk purchase arrangement with the manufacturer. If you missed the expression of interest period, please contact the school for information about our BYOD program. Opportunities to join the program for 2025 will be communicated in Semester 2, 2024.