



## **Veterans Upward Bound Computer Laptop Program Notice**

Veterans Upward Bound receives computers and laptops from a local second-hand electronic store. These products are refurbished, meaning they may arrive damaged or in a non-working state. The facility makes needed repairs so that the device is in a usable state. This includes erasing the device and reinstalling the operating system, and verifying the charging cord is operational.

In some cases, there may be functions that no longer work on the computer or laptop. Examples may include:

- Limited or no battery function.
- No functioning web camera.
- Speakers or microphone issues.
- USB or other missing or inoperable ports.

We strive to send students the best laptop or computer possible! Unfortunately, we are at the mercy of the equipment that is sent to us. It is important to remember that these products are refurbished, not new. The intent of VUB's Computer Laptop Program is to assist veterans by providing them with resources to help them get started with higher learning or seeking employment. These products are to help you get started, not to replace a current product or to be a forever product.

Upon receipt of your product, please examine for shipping damages and report them to VUB. If the product will not turn on and boot, VUB has a 30-day exchange policy. Please setup the product and verify that it is working, remember that in some cases there may be limited functionality. If you need assistance with the set-up process or have questions, please contact VUB for assistance.

VUB is only able to provide one laptop per participant.

Thank you

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