2017 Technology Store Back to School FAQ

Q. When am I eligible to buy from the Technology Store?
A. As soon as you receive an acceptance letter from Oberlin, you may buy from us!

Q. I'm not an incoming student, can I still take advantage of the BTS specials?
A. Yes! All students, faculty and staff are eligible. If you’re on campus, you don’t need to fill out the form, just stop by the Tech Store, Level A Mudd. Our summer hours are 1-4:30pm weekdays.

Q. When are pickup times?
A. We will be open Tuesday, August, 22, 9am-4:30pm, and Wednesday, August 23, 9am-noon. Our summer hours will resume until after classes begin (see above).

Q. Can you ship my computer to me?
A. Unfortunately, we do not have the staffing resources to ship computers. If you live in the area or are arriving in Oberlin before Orientation, you may be able to pick up your computer and accessories early. Contact us to make sure we have what you want in stock. Our summer hours are 1-4:30pm weekdays.

Q. Can I pick up my computer before August 22nd?
A. Yes, see above and below.

Q. Can I pick my computer up on August 21st?
A. No, we are closed on Monday, August 21 for set up.

Q. How can I pay for my computer?
A. We accept Mastercard, Visa, Discover; personal checks, money orders and bank checks for the exact amount. We do not accept cash, travelers checks or American Express.

Q. Can I use financial aid or do you have payment plans?
A. Yes, arrangements may be made through the Student Accounts and Financial Aid offices; details here: http://new.oberlin.edu/office/oberlin-technology-store/financing-options.dot

Q. What’s the differences between the MacBook models? Why would I want one over the other?
A. The 13" MacBook Air is a good budget model for email, web browsing, word processing, etc. The 13" MacBook Pro has a higher resolution Retina screen, and more power for heavier usage. The 13" MacBook Pro with Touch Bar has faster graphics, more ports and greater storage capacity.

Q. I don’t understand the different adapters. Please explain.
A. The Airs use the standard USB 3 ports, while the Pros use the new USB-C Thunderbolt 3 ports, and often require adapters for older peripherals such as external flash or hard drives, phone connectors, etc. The USB-C adapter will convert one of your USB-C ports to USB, to plug in printers and other external devices. The Multiport AV adapter includes standard USB, HDMI and pass-through USB-C port, useful if you want to plug in an external monitor.

Q. I don’t understand the different case, sleeve and cover options. Please explain.
A. The Speck case is a hard plastic shell that snaps over your laptop to protect it from scratches, dings and bumps. The neoprene sleeve is a lightweight carrying case with handles. The keyboard covers protect from minor spills, dust, crumbs and dirty fingers.

Q. What warranty do the Macs have?
A. The Macs come with a one-year warranty from Apple against manufacturer defects. You can buy AppleCare, which extends the warranty to 3 years; or purchase our exclusive Safeware Protection Plan, for a full 4-year warranty including accidental damage coverage and 1-year theft protection.

Q. What are the special promotions?
A. • Buy an eligible Mac and get free Beats Solo3 Wireless On-Ear Headphones.
• Buy an HP Envy 4520e printer with any computer (must be on same invoice) and get $30 instant rebate.
• Buy 4-year Safeware Protection Plan and get free Tech Support Card and extended theft coverage (1 year instead of 6 months).

Q. How does the Apple promotion work?
A. Buy a qualifying Mac and get up to $299.95 toward the purchase of Beats Solo3 Wireless On-Ear Headphones (cost $299.95), Powerbeats3 Wireless Earphones (cost $199.95), or BeatsX Earphones (cost $149.95); buy an iPad Pro and get up to $149.95 toward purchase of the above Beats.

Q. How long do the promotions last?
A. The Apple Beats promotion is good through September 25, 2017. HP printer rebate good through October 31, 2017. Safeware Tech Card and extended theft protection is good through September 30, 2017 or while supplies last.

Q. I want a different model Mac or a special configuration. Can you get that for me?
A. Yes, we can get any of the standard Mac models, or custom configure one for you with added RAM, bigger storage, etc. Just note the details in the Other Items section of the Order Form. We cannot guarantee arrival date of custom configurations, and they may be subject to a restocking fee.

Q. Why aren’t I seeing all the color options I expected for the MacBook Pros or Beats?
A. By default, we are ordering only the Space Gray MacBook Pros, and the four most popular colors of Beats. Other color laptops are considered special configurations, see above.

Q. What about Windows PCs?
A. We are an authorized reseller of HP’s professional line of Elitebook and Elitedesk computers. See our Price List for models we carry in stock. You may order one of these, but they are not eligible for Apple’s special promotion.

Q. Do I need a printer?
A. Students receive a print quota each semester for use on computer lab and library printers. However, having your own printer can be useful to avoid traipsing across campus late at night or in bad weather! You might want to check with your roommate about sharing a printer. The HP Envy 4520e also includes useful copying and scanning capability.

Q. Do I need to buy any software?
A. The Macs include most software you will need, including Pages, Keynote and Numbers. We also have a site license for Microsoft Office 365 that students can use for free. Many students use Google apps. In addition, the full suite of Adobe products is on all lab computers, and other specialized software in some labs.

Q. Why should I buy from you?
A. We have almost 30 years experience providing technology to the campus. As part of the Center for Information Technology, we understand our campus and our products. Our goal is to make sure you have the right products at competitive prices, not the ones that will make us the most profit. Our small profits go back into supporting technology on campus, we support what we sell, and we provide loaners if your computer is being repaired. We’re conveniently located in the middle of campus. And we’re good people!

Q. What if I have other questions?
A. You can email us at techstore@oberlin.edu, or call 440-775-8628 during our normal hours of 10am-noon, 1-4:30 pm weekdays.

(updated August 25, 2017)