

# Concept Northern

## Ordering & Warranty Guide for DSA Students



**Have you recently received DSA funding from the Student Awards Agency for Scotland?  
Are you unsure what to do next?**

Please take a moment to read through our booklet and find out more about Concept Northern, your local DSA supplier. Inside you will find information regarding what to do once you receive your award and ways in which you can place your order.



## Ordering with Concept Northern

### Your DSA Award

Once you have received your award letter (as indicated right) from SAAS confirming your DSA award, please contact us to place your order.



### Ways to Order

Phone: 01355 573 173

Email: [orders@conceptnorthern.co.uk](mailto:orders@conceptnorthern.co.uk)

Online: [www.assistiveit.co.uk](http://www.assistiveit.co.uk)

### Ordering Online

When your assessor creates your quote based on your recommendations, you will be given a Quote Reference Number. This will be shown on your SAAS paperwork and any correspondence you receive from us.

Once you have your funding and are ready to purchase your new equipment:

- Visit [www.assistiveit.co.uk](http://www.assistiveit.co.uk) and enter your Quote Reference in the form.
- This will bring up a basket with all your items included, ready to buy.
- Alternatively you can phone or email us with your order and pay by Credit Debit card or on delivery.

### Warranty Information

We know how important your laptop is to you. This is why we offer an onsite warranty designed to give you the best possible service should anything go wrong with your equipment.

We are qualified to repair most issues in house meaning we rarely have to send equipment back to the manufacturer.

Included in our onsite warranty:

- Next day guaranteed pick up and loan equipment service.
- Your equipment will be picked up by our onsite engineer.
- We hold most repair items in stock to ensure quick turnaround response.

Purchasing all of your equipment from Concept Northern means we can offer ongoing support so you will never be without your equipment throughout your studies.

### Ongoing Support

Every student who orders from us is given a free account to our eLearning site, Concept Learning.

Every Concept Learning account comes with our “Ask a Trainer” service. This allows you to contact our experienced trainers at any time for a personalised training response to help you get the very best out of your new equipment.

### Don't see the laptop you like?

Contact us for approved DSA specification alternatives.

We thoroughly test all laptops we sell to ensure they will run your assistive software efficiently.

Our student discounts as well as our composite VAT rate means we can usually beat most online prices.



## Useful Contacts

Quotations and Office Manager:

Email:

Nicolle Hay

[sales@conceptnorthern.co.uk](mailto:sales@conceptnorthern.co.uk)

Technical Support Manager:

Email:

Kris Paterson

[support@conceptnorthern.co.uk](mailto:support@conceptnorthern.co.uk)

Training and Development Manager:

Email:

Jason Knight

[jasonk@conceptnorthern.co.uk](mailto:jasonk@conceptnorthern.co.uk)

## Concept Northern

T: (01355) 573 173

F: (01355) 573 073

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The Village  
East Kilbride  
G74 4HQ

## Online

CONCEPT NORTHERN

[www.conceptnorthern.co.uk](http://www.conceptnorthern.co.uk)

CONCEPT LEARNING

[www.conceptlearning.co.uk](http://www.conceptlearning.co.uk)

ASSISTIVE IT

[www.assistiveit.co.uk](http://www.assistiveit.co.uk)



Concept Northern are also on Facebook, Linked In and Twitter.