

## **FREQUENTLY ASKED QUESTIONS**

**About Device:** It will be a sealed device (tablet or phone) solely configured for educational purpose covered under specific manufacturer warranty terms.

**Why devices from specific companies is recommended by AESL?**

AESL has partnered with known brands to deliver intelligent and flawless online education device solutions for AESL students at a highly discounted price and exclusive benefits.

**Are there any EMI options available to buy the recommended devices?**

Yes. Pocket-friendly zero or low cost EMIs are available on several credit cards and other financing plans such as Bajaj Finance. For more details, please visit the payment page of device partner company online store.

**What all payment modes are available to purchase the devices?**

You can purchase these devices through credit card, debit card, NEFT, net banking, or other means of online payment. Please note that the order once placed cannot be cancelled and the amount once paid will not be refunded.

AESL will not be responsible for any order or transaction related issue.

You can contact customer support (refer buying page on portal) of specific online device partner company for any payment related queries/complaints.

**What if my pin code falls under "non-serviceable for device delivery" area?**

Though, the device delivery service is available in almost all locations in India. If your pin code is non-serviceable, please ensure to provide an address with a pin code that is serviceable for the device delivery.

*No Aakash centre will accept any device delivery on your behalf.*

**What if the device gets damaged accidentally during the course duration?**

A one year third-party free Accidental and Liquid Damage insurance may be provided for the device to the students who buy the device from the device partner online store using Aakash PSID as an added benefit. Keep checking the registered email id for insurance certificate from the company.

Please note that all offers and benefits are subject to change as per partner company policies and AESL cannot be held responsible for any issue in this regard.

**Do I require any other accessories with the device?**

It is recommended to have a device cover and screen guard to prevent any physical damages to the device (in case of Tablet and Mobile). A power bank is also recommended to avoid shut down of the device due to discharge of battery. Good quality headphone with microphones also recommended for all devices.

**How to enable for safe content access (called MDM) on the device?**

Once the recommended device is received by the student, MDM will be enabled remotely as the device is connected to internet (through 4G SIM or Wi-Fi) for the first time. Student need to follow the guidelines provided along with device. In general, it will take 10-15 minutes to get the MDM enabled on the device. Aakash logo and home screen will appear after successful configuration. In case of any issue in configuration, contact helpline immediately.

## **T&C DECLARATION FOR STUDENT AND PARENT**

1. I understand that the procured device policies (On mobiles/tablets) would be managed by AESL until I complete the classroom, digital or DLP course enrolled at Aakash. AESL owns the sole right to provide and allow specific content and Apps during stipulated device lock-in period and any change to these policies can be enforced only at sole discretion of AESL.
2. I understand that the device is ***configured to allow safe content access to educational and other relevant academics content*** as per AESL policies.
3. I understand that the MDM policies must not be tampered. If any compromise with policies is found, I may have to face the disciplinary actions.
4. I understand that I have to follow the given instructions mentioned for activating/ updating the allowed App(s) using internet connectivity arranged by my own means. If the Aakash logo is not visible on home screen and lock screen after switch on for the first time, I must contact nearby branch at the earliest and/or call Aakash Support helpline to inform.
5. I understand that the pre and post-sales support for device procurement including service and warranty related concerns will be addressed by device providing company only and AESL will not bear any accountability for the same.
6. I understand that during the tenure of my course at Aakash, I cannot request for MDM policy removal in any case. The policies can only be modified by AESL.
7. I understand that if I complete or drop out of the course, I would need to submit a written application duly signed by parent/ guardian to request the removal of the MDM policies and allow reasonable time to AESL for the same.
8. I understand that no activity infringing the intellectual property rights of AESL will be entertained.
9. I understand that the transfer of any crucial data from the specified device to any other device, person etc. is not allowed.
10. I understand that in case of any failure on my part in following clauses 8 and 9, AESL reserves the right to seek indemnity for the loss caused due to such activities.
11. I understand that in case of any dispute with any Aakash centre, the same shall be referred to the sole arbitrator appointed by the Managing Director of Aakash Educational Service Limited.
12. I understand that any dispute with AESL will fall under the jurisdiction of Delhi Courts.
13. I understand that I can purchase this device only if I am aged 18 years or more.
14. I understand that device manufacturer responsibility shall be limited to delivering an undamaged, duly sealed box of device with a valid Invoice/ payment receipt with/without one-year standard manufacturer warranty (in case, manufacturer offer). In the unlikely event, if the scheme is not offered by the manufacturer, AESL reserves the right to revoke this scheme at own discretion.
15. I authorize AESL to stop, control, and disable any or all device/app services including camera, calling, messaging, internet access, games, downloads, and social media sites. Access to only selected and approved portals/ website/ applications will be allowed as per AESL program policy. These restrictions will be revoked with the expiry of MDM software tenure and/ or completion of AESL course, or on request in special cases.
16. I agree that we would need to incur the expense of purchasing an internet enabled post-paid/ pre-paid 4G SIM card/ Broadband for stable internet connectivity on this device with sufficient data.
17. I agree to arrange for the recommended Accessories such as screen guard, safety cover and power bank at our own expenses.
18. I understand that AESL or device manufacturer will not be responsible for any loss, damage or theft.
19. I agree that the amount paid for the device and/ or MDM is non-refundable and the order once placed shall not be cancelled.
20. I understand that it may take 4 to 6 weeks from the date of the payment to deliver the device. The delivery lead time may vary basis several reasons. Device will be delivered subject to the available colours in stock with no preference.