

A guide to placing your DSA order



**THE LEADING SUPPLIER OF DSA
EQUIPMENT TO THE UK**

barry  **bennett**

Welcome to Barry Bennett, the leading supplier of DSA equipment to the UK.

We are a family owned business with unrivalled experience in supporting students with disabilities.

We pride ourselves on excellent customer service from the point of receiving your order through to delivery, training and aftercare for the duration of your course.

By choosing to place your DSA order with Barry Bennett, you can rest assured that you are in safe hands! We take the hassle away from placing your order, leaving you free to begin the journey to achieving your potential through higher education.

Why choose Barry Bennett?

- We aim to deliver your equipment within 3-10 working days from the point of processing your order
- Hundreds of upgrade options available at competitive prices
- Should something go wrong with your equipment, our technical support team are on hand
- We are fully operational throughout the whole of the United Kingdom

Placing your DSA order

When you are ready to place your order for equipment, training and / or non-medical help support, the first thing we will need from you is your funding body approval letter. Without this document we are not authorised to invoice your funding body directly for payment and cannot go ahead with your order.

Please note that your funding body will not send the letter directly to us as this is something which you must do yourself. Whether you are funded by Student Finance England, Student Finance Wales, Northern Ireland education authorities, the OU, SAAS or NHS, the process is still the same and we will require a copy of your letter.

Placing your order is easy - you can choose from the following 3 options:

- 1** Visit **barrybennett.co.uk/student** where you can complete our simple order form and upload a copy of your letter
- 2** Email **dsa@barrybennett.co.uk** attaching a copy your letter and contact telephone number
- 3** Post a copy of your letter with details of your email address and contact telephone number to:
Barry Bennett Ltd, Bennett House, Viking Street, Bolton, BL3 2RR

Order processing

Once we have received your letter, our dedicated orders team will process it in our system and confirmation will be sent to you by email. This will include a breakdown of the items included in your order and details of the next steps in the process for making payment (if necessary), upgrading and arranging delivery.

£200 contribution payment

If you are required to make the £200 contribution, details of how to pay will be included in the confirmation email. You can transfer the money directly to us or make a credit or debit card payment over the telephone.

NHS / SAAS payments

The NHS / SAAS will transfer the money into your account and you are then required to pay us in full before delivery can be arranged. Details of the amount required and payment options will be included in the confirmation email.

Once payment has been made and has cleared our bank account, we will complete your order and send a final confirmation to you by email. This email will contain everything you need to know regarding your order.

Upgrading



If you have been awarded a computer you can choose to 'upgrade' by paying an additional amount of money yourself towards the computer of your choice. We have hundreds of machines available to us at competitive prices and you may not have to pay VAT (dependent on the assistive software included in your order).

You can also choose to upgrade other items such as printers and carry cases and even purchase additional items such as iPads, tablets, cameras and external hard drives at low prices. Please note that any alterations must still comply with the assessor's recommendations and you cannot remove items recommended for you and use the value of those items towards your upgrade.

You can request an upgrade quotation at any point until delivery is confirmed. Details of how you can ask for an upgrade quote will be in each email confirmation you receive. If you do ask for a quotation you are not obligated to go ahead and you can simply choose to revert to the computer originally approved for you.

Purchasing a computer from a 3rd party

If you have chosen to buy from the high street, or have been gifted a computer since your needs assessment took place, you will need to go back to your funding body and advise them that you now have a computer you would like to use for your studies.

They will then ask us for a new quotation without a computer and, once this is agreed, they will send you a new funding body approval letter. You need to then send this letter to us so we can process the remaining order for you and arrange to install the software onto your own device.



Arranging delivery

We aim for delivery within 3-10 working days from the point of finalising your order. This is dependent on the type of delivery method recommended for you, your availability and the availability of the items recommended.

Our scheduling team will contact you shortly after the order confirmation has been sent to you to arrange your delivery and/or training.

Some equipment such as ergonomic chairs, hearing impairment and visual impairment technology are not always held in stock and will be ordered in especially for your specific requirements. Therefore, these items may take longer than the standard 10 working days for delivery.



Delivery

The type of delivery recommended for you will be listed in your order confirmation.

Delivery by courier

This is carried out by a trusted courier company and you will be notified by text message or email to confirm the time (2 hour window) your delivery will be made.

Delivery, installation & familiarisation

This means that we install all your software onto the machine and fully test your hardware. Delivery of your equipment is undertaken by one of our highly trained technical staff. All your equipment is unpacked and set up for you at your delivery address.

If, for any reason, you do not want our engineers to unpack and set up your equipment, you can advise our scheduling team of this when you book your delivery. If you cannot be present at the time of delivery we will need written permission to deliver to a family member, friend, neighbour or reception.

Familiarisation is carried out at the point of delivery and includes the operating system and any software purchased in addition to how to use the equipment such as printers, scanners, digital voice recorders and how to connect to the internet if available at the time.

Training

If you have been allocated training, we strongly recommend that you try to take all your sessions as it will help to ensure you benefit from the hardware and software you have been awarded through your DSA and improve your learning experience.

The type of training provided will depend on the recommendations made for you and can be carried out face-to-face at your home, university campus or alternatively, remotely via a broadband internet connection.

We will contact you within 10 working days of finalising your order to arrange your training appointments at the soonest opportunity dependent on your availability.

Where you have been allocated equipment and training with us, we endeavour to commence training within 10 working days of delivery. Training will be limited to one 2 hour session per week.



Aftercare

Warranty (if supplied by Barry Bennett Ltd)

Your warranty is allocated for the duration of time stated on your order and cover commences from the date your equipment is delivered. Issues not covered by warranty are: spillages, accidental damage, theft, viruses/malware, loss and wear and tear.

Insurance (if supplied by Barry Bennett Ltd)

Your insurance will be arranged through our insurance partner who are FSA registered and recognised by QAG as having an insurance scheme dedicated to DSA students.

The policy covers all of the equipment supplied and a copy of your Insurance Policy will be situated on the desktop of your machine.

Third party insurance

If you have chosen to purchase your computer from a third party, or already have an existing machine that you wish to use with your DSA equipment, you will be required to purchase your own insurance. We have jointly developed a scheme with our insurance partner whereby you can obtain an extremely competitive quotation for accidental damage, theft and breakdown insurance. Details of how to apply will be included in your order confirmation.

Help desk & technical support

If you need help with any of the equipment supplied by Barry Bennett, our friendly technical support team are here to help. Where you contact our help desk by email, we will endeavour to respond within a 2 hour period from receipt of the communication.

Out of hours technical support is now available via email, telephone and 'live chat' on our website. This allows us to provide the best customer service possible by offering vital assistance when you are studying during evenings and weekends.





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