



**VERY IMPORTANT:** The only currency that payments are accepted in is UK Pounds sterling. When sending funds internationally your bank will make a transaction charge and currency conversion charge. **It is essential that the amount arriving in our account in London AFTER your bank's deductions, fees and charges is the amount on the invoice.** If it is less we will be unable to send you the number of PC's requested.

**ALSO: You must ensure that your bank includes the Order Reference number** in the text of the international funds transfer otherwise we have no way of linking your funds transfer to your order. As a double check also email us (quoting your order reference number) once you have transferred the funds to let us know to expect your money.

**READ THE SMALL PRINT: This offer to supply is valid for a period of six weeks only. If we are not in receipt of funds within 6 weeks of the above date this proforma invoice becomes invalid and we will need to produce a new proforma invoice to take into account any changes in costs. If this becomes necessary then please contact us and we will prepare a new proforma invoice.**

Computers supplied by Computer Aid International are all refurbished machines. All computers, monitors, keyboards and mice are fully tested by Computer Aid International staff before packaging but all equipment is supplied on an "as seen" basis. We cannot guarantee the working condition of the computers once they have left our premises. Computer Aid International will not be held responsible for any faults that occur during transit to destination countries. It is a criteria for supply of Computer Aid International machines that intended beneficiaries have access to technical back up and maintenance support in country.

We will contact you with an evaluation form in the near future. Computer Aid International reserves the right to visit all beneficiary organisations within one year of receipt of computers in order to conduct on-site quality assurance monitoring and impact evaluation studies.

## Our Terms and Conditions

### Definitions:

Computer Aid International is hereafter called "Computer Aid".

"Beneficiary Organisation" refers to the educational or community organisation that will end up using the PCs on its own desks (the end recipient). We need to know about this organisation and the use to which the computers will be put in order to determine whether this fits Computer Aid's criteria for beneficiary organisations.

When an organisation other than the beneficiary organisation is making the application and/or paying the costs involved we call this the "Facilitating Organisation". In such cases we need the details of the facilitating organisation in addition to those of the beneficiary in order to send to them the application approval and the pro-forma invoice.

Often a large NGO or funder will make an application on behalf of a local project or partner organisation e.g. the Education Development Trust might apply for PCs for a rural school. In such cases the school is the "beneficiary organisation" and the Trust is the "facilitating organisation".

A "beneficiary organisation" can apply to Computer Aid directly without needing a "facilitating organisation" if the beneficiary can meet the criteria below independently.

In either case in order to consider your application you will need to confirm the following:

1.
  - a) We will collect the computers ourselves from the Computer Aid warehouse in London, or
  - b) Our shipping agent will collect the computers directly from the Computer Aid warehouse in London. We will organise, and meet all costs relating to, all aspects of the shipping, customs clearance and transportation of the equipment to the recipient organisation, or
  - c) We require Computer Aid to organise, on our behalf, all transport, shipping, and marine insurance through to the freight terminal indicated. In such cases, in addition to the handling fee per computer, you will be required to pay all of the related shipping and insurance costs. Before we are able to provide you with a quotation for this you will need to submit a completed application form detailing how many computers you want to send with details of the freight terminal. If your application is approved we will provide you with a pro-forma invoice and details of how to transfer the necessary funds. In such cases we will be happy to arrange shipping and insurance through to the freight terminal at the local port or city indicated by you. You will need to accept responsibility for clearing local customs and be liable for any and all charges or expenses incurred from the point of arrival at the freight terminal. If you require this service please state this clearly in your application and indicate the name of the port or freight terminal required.
2. That the beneficiary organisation is a registered "not-for-profit" organisation and that no profit will be made by any facilitating or intermediary organisation in providing the recipient organisation with these computers.
3. That the computers will not be supplied to individuals – only to not-for-profit organisations.
4. That the computers will not be sold by the beneficiary organisation and that they will be used for not-for-profit purposes only.
5. That the beneficiary organisation works in the area of health, education or community development in a developing country or emerging economy.

6. That the beneficiary organisation is not in a position to buy computers commercially from local businesses.
7. That appropriate computer training, support and maintenance is available locally to the recipient organisation so that we can be sure that the computers will be put to immediate and productive use in a way which is sustainable.
8. That the beneficiary organisation has available premises, electrical provide and full and adequate security to ensure the immediate, productive and sustainable use of the equipment.
9. That your organisation will provide an evaluation of the use of computers sourced through Computer Aid by filling in our monitoring form and returning it to us in the UK.
10. That Computer Aid has the right to visit beneficiary organisations on its regular evaluation exercises in order to assess the utility of this provision. You need to confirm that the beneficiary organisation understands and agrees to these terms.
11. That you accept that whilst it is a fact that all computers are fully tested and working when they leave the workshop Computer Aid cannot be held responsible for their condition upon arrival at the beneficiary organisation.
12. Computer Aid will make a handling fee charge per computer as a contribution towards our administrative and packaging costs. This amount will need to be received in full, and in advance, before we ship the consignment or otherwise make the computers available to you.
13. We always have more requests than we are in a position to meet. Therefore Computer Aid reserves the right to decide upon its own priorities and to decline to meet any individual application.
14. It is important that you understand that all computers supplied by Computer Aid are refurbished second-hand machines. We do not provide new machines. All of the machines that we currently ship are Pentium 4 or equivalent machines.
15. Each machine comes with a colour monitor, keyboard, mouse and cables (power cables with UK plugs). These machines are all capable of running Windows XP and compatible applications software.

We do not provide software as standard. However, Computer Aid is a licensed Microsoft Authorised Refurbisher. This means that we are able to supply computers pre-installed with a licensed Windows XP operating system. The following options for software are available for an extra fee:

- a) Microsoft Windows XP + free and open source software including Open Office, Mozilla Firefox, Mozilla Thunderbird, Adobe Reader, Quick Time Media Player and Avast Anti Virus. We charge an additional fee of £10 per machine for pre-installing this software option. (£6 if you order more than 50 machines).
- b) Microsoft Windows XP + Microsoft Office Basic. We can supply supply PCs pre-installed with Microsoft Windows XP and Microsoft Office Basic (Word, Power point, Excel) Mozilla Firefox, Mozilla Thunderbird, Adobe Reader, Quick Time Media Player and Avast Anti Virus. We charge an additional fee of £20 per machine for pre-installing this software option.

If you have other software needs please discuss them with us.

In your application you need to state the number of computers being requested, which organisation they are being requested for and what the computers will be used for. Where the intended beneficiary organisation is not applying directly and independently it is essential to include the physical address, and full contact details of BOTH the facilitating organisation and the intended beneficiary organisation overseas. We will be unable to process your application without this information.

Your application should include the sentence, "I confirm that our organisation (insert the name of your organisation) agrees to the Computer Aid International Terms and Conditions in your communication of (insert date)", and must be authorised by a senior staff or executive member of your organisation.

Thank you again for your interest in the work of Computer Aid International.

Yours sincerely

Sonia Sinanan  
Chair Executive  
Computer Aid International

August 2011- Computer Aid International

Technical Information about our Professionally Refurbished PCs:

Computer Aid International is a registered UK charity (1069256) and not-for-profit NGO. We charge a handling fee per computer plus shipping to recover our costs.

Computer Aid International is unique in its commitment to providing the highest quality professionally refurbished PCs available at the lowest possible cost. Computer Aid International has the world's largest not-for-profit refurbishing centre in London, dedicated entirely to providing the highest possible specification PCs to developing countries. 100% of the working P4 computers donated to Computer Aid International are passed on to beneficiary organisations at the lowest possible cost.

You will receive at least the specifications listed below and whenever possible higher specifications of machines. We also add 3% free extra machines to each order of twenty machines or more to pre-compensate in the event of any machine being damaged in transit. Please see the section below for a list of your free equipment.

Our mission is to maximise the volume of high quality PCs reaching educational and not-for-profit organisations at the lowest costs possible. We can provide your organisation with any number of PCs from 1 to over 10,000. If you require a larger volume of computers or have a specific request then please discuss your particular needs with us.

Computer Aid International is fortunate that since our donations come directly from UK donor companies our technical specifications improve constantly over time. Our beneficiaries directly benefit from this improvement in specifications as soon as it happens.

Currently the minimum specifications that we provide are as follow :

For standard PC:

100% Pentium 4 or equivalent PCs with:

a minimum of 512 Mb RAM

a minimum of 1.8Ghz processors (AMD – XP+ processor, Celeron – 1.8Ghz+ processor)

a minimum of 40Gb hard disks

100% of P4s have CD-ROM or DVD Drives

100% of machines will have either a USB port or floppy disk drive

Each machine is a full system, complete with its own colour monitor, keyboard, mouse and cables - securely packaged in boxes.

Power plugs are UK standard (three square pins) and so in many countries you will need to replace them with standard local plugs.

More Detailed Specifications:

Our monitors are a mixture of 15" and 17" CRTs or TFTs.

CD-ROM or DVD drives are supplied as standard in 100% of our machines.

Network cards are supplied as standard in 100% of our machines.

Most of our machines will have a USB port either at the back or front of the computer. We will ensure that your computer has either a USB port or floppy disk drive.

Our machines are supplied without Computer Aid International adding new sound cards although most PCs do now have their own internal devices.

All machines are 220/240 volts as standard. If you require machines switched to 110/120 volts we are happy to provide this service however it is essential that you indicate this need in your application.

Software:

As standard our machines do not come with operating systems or with any applications software. You may wish to obtain and install this yourself locally because it may be cheaper for you to obtain it than for us to buy it here. If you require assistance sourcing Microsoft products in your own country then we may be able to help.

Computer Aid International is, however, a Microsoft Authorised Refurbisher, which allows us to install a Microsoft XP licensed operating system only at a cost of £10.00 per machine. (£6.00 for an order over 50 PC).

We can also provide Ubuntu Linux and Open Office open source software (operating system and applications). If supplied on CD-ROM this is free. To pre-install on hard drives we charge £10.00 per PC. Please ask if you require this service.

We can also provide Windows XP + Microsoft Office Basic (Word, Excel), we would then charge £20.00 per PC.

Other Information

All our computers are donated in the UK from many sources and so we cannot guarantee any brand or particular type of computer. Wherever possible we keep machines of a particular brand and model together and ship them together but we can never tell you what specific makes, models or brands will be in a particular consignment. To ensure fairness of distribution no one is allowed to reserve "only Dell" or "only major global brands" etc. We do not provide unbranded clones. You will receive a mixture of the most popular brands used by UK companies.

We datawipe, test and clean each machine and label it with its technical specifications on the base unit and on a label on the outside of each box for your convenience.

Once the container has been loaded we will have the information necessary to make up the Bill of Lading, Shipping Invoice and Gift Certificate. The shipping line provides us with the Bill of Lading only once your consignment is at sea. Once we receive these documents we will send them to you, via courier, at the earliest opportunity in order to assist you in negotiating the smooth passage of your equipment through customs.

Prior to shipment we can also provide some example shipping documents and sample details of equipment to illustrate your discussions with customs officials. Please ask for these if they would be helpful.

We have a lot of experience of dealing with pre-shipment inspections if this is necessary in your country.

You will need to be proactive in liaising with customs at your end to effect clearance efficiently and to avoid unnecessary charges. It is your responsibility to make sure that you provide customs and (where necessary) the pre-shipment inspection agency with all relevant documentation in good time.

You must be aware that transport from your port of entry into your region to your location may not be on high quality roads. Computer Aid has no control over the way your items are shipped from the port. If your goods have to travel over unmade up roads and/or if they are transported on vehicles not designed to carry shipping containers or to unload them correctly, then it is likely that sensitive parts within the computer or monitor may get damaged. Computer Aid will not be responsible for damage sustained in transit. We supply additional equipment free of charge in every container we send to mitigate the risk to the purchaser.

Bespoke "Special Orders"

Computer Aid has three main PC specifications :

Standard PC Kit with a CRT monitor:	£42 per PC
Standard PC Kit with a TFT monitor:	£60 per PC

There are very few CRT monitors left in use in the UK so supply is very limited. We cannot guarantee their availability and require applicants to contact us one week before sending their payment to check our stock.

If you have other specific needs we can almost certainly meet them. However we will need to buy in what you require from other organisations and it will be more expensive.

We can add new CD/DVD-writers, internal modems, wireless network cards etc. to our computers. We have to buy these in from commercial providers. We are happy to tailor specific orders to meet your particular needs but must pass on all purchase costs to you. Please detail your needs on the application form and we will provide a quote to you.

Upgrades: We can upgrade your computer to the following specifications for £15 extra:

- a minimum of 1 GB RAM
- a minimum of 2.8Ghz processors
- a minimum of 80Gb hard disk

New Equipment: We can buy this equipment to include in your shipment:

Inkjet Printer (HP)	+ £80 per printer
Laserjet Printer (HP)	+£100 per printer
2Gb USB flash memory stick	+ £10 each
USB wireless adaptor	+ £15 each
Speakers	+ £15 per PC
Webcam	+ £10 each
Digital Camera	+ £80 each
Surge Protector 4 UK plug sockets (230V)	+ £10 each
Uninterruptible Power Supply (230V):	+ £45 each (can support two computers)

We can also order any other new product that you would need, you would have to contact us for a pricing.

The above costs include installation by Computer Aid technicians in London. In many cases you may be able to buy these new items and install them more cheaply in your country so please check whether this is the case before ordering from Computer Aid.

Laptops:

We can also provide laptops, but please note that batteries on refurbished laptops are often very poor. We can not guarantee the life and functionalities of the batteries. However we can provide new batteries for £50 each.

Standard Laptop Specifications:

100% Pentium 4 or equivalent PCs with:

- a minimum of 256 MB RAM
- a minimum of 1.4 Ghz processors
- a minimum of 20Gb hard disk
- Microsoft Operating system
- USB, CD-ROM or DVD drivers
- Network Interface Card

Standard laptop: £119 (Special offer at £84 as long as the stock lasts)

Premium Laptop Specifications

100% Dual Core or equivalent PCs with:

- a minimum of 1 Gb RAM
- Dual core processors
- a minimum of 40 Gb hard disk
- Microsoft Operating system
- USB, CD-ROM or DVD drivers
- Network Interface Card

Premium laptop: £199 (Special offer at £84 as long as the stock lasts)

Full Container Orders – High Value – Low Cost per PC:

The most cost-effective volumes to order are those that make maximum use of a standard 20-foot or 40-foot sea-going container. In addition to providing the cheapest cost per PC, inclusive of shipping, there are other additional benefits, which are available only when ordering at these volumes:

Computers shipped in standard 20 or 40 foot sea freight containers suffer less transit damage than smaller sent individually. We are able to determine box and packaging sizes in our containers, which mean that the PCs are extremely tightly and securely packed ensuring minimal opportunity for movement during transit. With each order we will also provide additional boxes of equipment at no extra charge. This is intended to pre-compensate for any equipment damaged in transit. You can tailor the contents of these extra boxes to meet your needs in consultation with Computer Aid International staff depending on what is in stock in our warehouse the week that we pack your container. We will send you our default packing list for your input after we receive your payment. There is no charge for the contents of these boxes.

A 20-foot container will contain 300 full computer systems with 100% TFT Monitors (225 with CRT monitors).

A 40-foot container will contain 600 full computer systems with 100% TFT Monitors (450 with CRT monitors).

Spare parts and extras: When ordering 20-foot or 40-foot containers you may also request extra (second-user) power supply units, hard disks, floppy drives, CD-ROM/DVD drives, network cards etc. We sometimes have software manuals and spare floppy disks. When we are able to provide these spares, tailored to meet your needs, as part of your extra boxes, we do so without making any charge.

Sonia Sinanan  
Executive Chair  
Computer Aid International  
November 2011



