



LAPTOP PROCEDURE FOR STUDENT FINANCIAL AID (SFA)

Summary

- Two HP laptop options available for SFA students
- Purchases will be allowed both in-store and online. Online orders will be filled through the Alexandria Campus for pickup only.
- All laptop orders will be picked up in person by the student with their valid Nova ID present.
- Laptop Order Form and Laptop Agreement Form will both be filled out completely and maintained in the bookstore for 2 years from the date of purchase for tracking purposes.

NOVA Laptop Store Procedure

Following the Barnes & Noble Guidelines, Laptop purchases will adhere to the following steps:

The instore process and online process for purchases will be similar. All purchases must be picked up in the bookstore. Laptops are not allowed to be shipped. Any online orders requesting shipping must call the customer to inform them they must pick it up at the Alexandria Campus location and then switched to instore pickup.

*****IMPORTANT ***If a student is using Financial Aid to purchase the laptop, they must also sign the Nova Laptop Agreement Form to use their available anticipated aid for the purchase. This agreement must also be attached to the HP Order Form at the time of purchase (pickup for online orders). Students can only purchase 1 laptop within 2 years using their Financial Aid.**

- The Customer Information portion of the HP Order Form must be filled in completely.
- Customer must present valid Nova ID card and the ID number must be noted on the form.
- Complete the transaction at the register using the correct barcode.
- Print 2 copies of the receipt.
 - a. Attach 1st copy to the HP Order form
 - b. Give 2nd copy to customer
- If unit is in stock, complete the store Information part of the HP order form and have the customer sign the form in the appropriate location.
- If unit is not in stock, write a tentative delivery date on customer copy of receipt and leave customer signature under store portion blank. Customer must sign at time of pickup.
 - Once the laptop arrives, the student must be called immediately and sent a follow-up email that their purchase is ready for pickup. The unit must be stored in a secure area until it is picked up.



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For online orders, the procedure is the same as above, with the following additional steps.

- Confirm the order is for instore pickup. If not, notify customer and change pickup status.
- If textbooks or other merchandise are on the same order, place the laptop on backorder and process it as a separate transaction.
- Print 2 copies of the invoice and attach 1 to the HP Order form.
- Confirm valid Nova ID card and note Nova ID number on HP Order form upon pickup.
- Upon pickup, have customer sign HP Order form and Nova Laptop Agreement form (for financial aid only) prior to distributing.

All stores must retain copies of completed HP Order forms for 2 years.



Order Form

HP 14" Laptop Bundle
SKU# 667318720
UPC# 715663106432
\$479.98

HP 15.6" DV2042NR Laptop
SKU# 667318738
UPC# 196188671047
\$629.98

Customer Information:

Last Name: _____

Phone# _____

Customer Email: _____

Order Date: _____

NOVA ID#: _____

First Name: _____

Secondary Phone# _____

Customer Signature: _____

Form Of Payment:

Cash

Financial Aid

Credit Card

Gift Card

Store Info:

Store# _____

Date: _____

Register: _____

Pick Up Date: _____

Order Placed By: _____

Transaction# _____

Signature: _____

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HP MODELS



Windows 11

intel.

HP 14" Silver Laptop and Wireless Mouse Bundle

- Operating system - Windows 11 Home
- Processor - Intel Pentium Silver N5030 1.1 GHz Processor
- Memory (RAM) - 4 GB DDR4-2400 MHz RAM
- Storage - 128 GB SATA 3 M.2 SSD
- Display - 14" diagonal, HD, micro-edge, BrightView
- Wireless - 802.11a/b/g/n/ac (1x1) Wi-Fi and Bluetooth combo
- Battery - 3-cell, 41 Wh Li-ion battery, up to 12 hours and 45 minutes
- Webcam - HP True Vision 720p HD camera
- Color - Natural Silver



SRP \$479.98

HP 15-DV2042NR 15.6" Snow White Laptop

- Operating system - Windows 11 Home
- Processor - Intel Core i3-1115G4 Dual-core Processor
- Memory (RAM) - 4 GB DDR4-2666 MHz RAM
- Storage - 256 GB PCIe® NVMe™ M.2 SSD
- Display - 15.6" diagonal, HD, micro-edge, BrightView
- Wireless - 802.11a/b/g/n/ac (1x1) Wi-Fi and Bluetooth combo
- Battery - 3-cell, 41 Wh Li-ion battery, up to 8 hours and 30 minutes
- Webcam - HP True Vision 720p HD camera
- Color - Snow White



SRP \$629.98



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Customer Signature:

Order Date: _____

Form Of Payment:

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Financial Aid

Credit Card

Gift Card

Store Info:

Store# _____

Order Placed By:

Date: _____

Transaction# _____

Register: _____

Pick Up Date: _____

Signature: _____

Student Financial Aid Laptop Agreement

NOVA Bookstores

Please read and initial the following:

_____ I understand if my financial aid eligibility is reduced or canceled due to a change in my enrollment or eligibility and does not cover the amount charged, I am responsible for paying the resulting balance and will be denied future services by the College until I have repaid this debt.

_____ I understand that I may use my financial aid to purchase only one (1) laptop/computer every two (2) years at Northern Virginia Community College.

Student Name _____ **Student ID** _____

(Please Print)

Signature _____ **Date** _____

Barnes & Noble Laptop Replacement Policy :
All laptop/computer sales at the NOVA Bookstores are non-returnable

Laptops can only be returned if defective and must meet the following criteria:

1. Bring receipt to purchasing location. **The unit must have been purchased within the last 14 days.**
2. Confirm system has all components included in the box.
3. Confirm system has battery included (laptops only).
4. Describe in detail the malfunction you are experiencing with the unit.
5. Confirm system is packaged properly to avoid further damage.

Laptop returns will **NOT** be accepted for any of the following reasons:

- Accidental damage
- Misuse/abuse
- Liquid spills
- Contamination
- Improper/inadequate maintenance or calibration or other external causes

HP's Customer Support Team consistently provides quick, responsive assistance in the U.S. All HP PCs carried by Barnes and Noble College have a 1-year limited hardware warranty AND 90 days limited technical support for software and initial setup with the exception of the HP Bundle which has a 2-year limited hardware warranty. More information available at www.support.hp.com Performance issues should be directed to HP's Tech Support prior to being returned to the store. HP Tech Support and Warranty Information can be contacted at 1-800-474-6836 or <http://support.hp.com/us-en/> Please provide you HP Tech Support ticket number to the store if issue is not resolved and a return is still needed.