



#### Who is selling the tablet?

- ALLEN has partnered with Lenovo to offer this tablet at a discounted price to students. ALLEN is not selling the tablets to students or earning any commission from the sales. Lenovo is selling the tablets directly to students through its distributor 'Prosol-IT'.

#### What is mobile device management software? How does it impact me?

- Mobile device management software controls the usage of the device on which it is installed. It places restrictions on what apps can be installed and accessed on the device. It only controls permissions to install and use the apps and does not monitor what the user is doing on the tablet.

#### How do I buy the tablet?

- To purchase the tablet, you can visit <https://www.prosol-it.co.in/product.html>, enter your details, and make the payment. Your tablet will then be shipped to your enrolled ALLEN centre within 10 working days.

#### What details do I need to provide to purchase the tablet?

- To purchase the tablet, you need to enter your name, phone number, email address, mailing address, ALLEN form ID, and the address of the ALLEN centre where you are enrolled. These details are required to ensure that the tablet is delivered exclusively to you.

#### I have queries regarding the features of the tablet, who should I reach?

- For any queries regarding the tablet, you can write an email to [lenovotabsupport@allen.in](mailto:lenovotabsupport@allen.in). Alternatively, you can also chat with Prosol via WhatsApp on [+91-78297 96667](tel:+917829796667)

#### What is the MRP of the tablet?

- The MRP of the tablet is Rs 32,000/-. The exclusive sales price for ALLEN students is Rs 14,499/-, which includes the tablet, 2-year license of Scalefusion mobile device management software, and a 1-year device warranty.

#### How can I make the payment for the tablet?

- You can make the payment for the tablet using UPI, Credit Card, Debit Card, Net Banking and Wallets (PhonePe, Mobikwik, Freecharge, Airtel Payments Bank, and HDFC PayZapp)

#### Is there any additional convenience fee included to buy the tablet?

- Yes, there is a convenience fee applicable, which depends on the mode of payment chosen by you. You can refer to the following table to understand the convenience fee applicable for each mode. Please note that **there is no convenience fee for payments made using UPI and RuPay Debit Cards**.

Payment Mode	UPI	Debit Card (RuPay)	Debit Card (Visa/Mastercard)	Credit Card (Visa/Mastercard)	Net Banking (HDFC, ICICI)	Net Banking (Kotak Mahindra Bank)	Net Banking (SBI, Axis, Others)	Wallets
Convenience Fee	0.00%	0.00%	0.95%	2.05%	1.70%	1.55%	1.25%	2.15%

#### How will I get the tablet?

- If you are a classroom student, your tablet will then be shipped to your enrolled ALLEN centre within 10 working days. Your ALLEN centre will handover the tablet to you. For ALLEN online students, the tablet will be shipped to the mailing address, provided at the time of placing the order, in 10 working days.

#### How long will it take to get the tablet?

- The tablet will be shipped to your chosen ALLEN centre within 10 working days from the date of order placement.

#### What is included in the package along with the tablet?

- The package includes your tablet, and a charger

#### What happens if my tablet is not working?

- You will get an open-box delivery. Your device has been thoroughly checked for any malfunctioning or Dead-on-Arrival cases.
- However, if your device experiences a hardware failure within 7 days of purchase from the invoice date and it is certified by Prosol's authorized service personnel, your exchange will be approved and processed for replacement.
- For any hardware issue reported beyond 7 calendar days of purchase, in-warranty repair and assistance will be provided. Kindly refer to the warranty terms & conditions.

#### How do I cancel my order? I don't like the tablet, how do I return it?

- Order once placed cannot be cancelled. No cancellation will be accepted once the payment has been made.
- There is no return policy on this tablet. Once purchased, the tablet cannot be returned and there will not be any refunds issued.

#### What apps does the tablet support?

- The tablet is locked for usage of only the ALLEN app. The mobile device management software will not allow you to install or use any other app.

#### What if I need to use the tablet for other apps?

- To ensure that the students are focused on their studies and there are no distractions, installation of any other app has been blocked on the tablet.

#### How long is the tablet locked exclusively for ALLEN app usage?

- The tablet comes with a two-year lock period during which you will not be able to install any other app on this tablet.

#### How can I get my tablet unlocked for regular usage?

- If you drop out or if you want to get your tablet unlocked for regular use, your parents can write to [lenovotabsupport@allen.in](mailto:lenovotabsupport@allen.in) providing your name, ALLEN form id (registered mobile number for ALLEN online students), class, program and the reason for unlocking. Once details are verified, the tablet will be remotely unlocked to allow usage of other apps

#### How do I extend the lock period of the ALLEN app on the tablet?

- If your study duration is longer than two-year and you need to ensure that the tablet stays locked for longer, your parents can write to [lenovotabsupport@allen.in](mailto:lenovotabsupport@allen.in). You will have to pay a nominal annual subscription fee for the mobile device management software and your tablet will be locked for another year.

#### What is the warranty on the tablet? What is covered in the warranty?

- The tablet comes with a standard warranty of 1 year. Standard warranty provides Hardware support and Software support(OS only) from Lenovo's authorised service providers. Please visit <https://pcsupport.lenovo.com/in/en/lenovo-service-provider> to find details of your nearest service provider