

*Frequently Asked Computer Purchase
Questions from the
Buffalo Chip Computer Store*

Don't lose valuable time and \$\$\$!

*The Buffalo Chip Computer Store
In the CU Book Store
Lower Level, University Memorial Center
Boulder, CO*

Web Site: <http://cubooksstore.com/buffalochip>

Email: buffchip@colorado.edu

Toll Free: 1-800-255-9168

Local: (303) 492-3431/3429

Table of Contents

(Questions grouped within applicable topic)

What's needed at CU:

1. What computer to buy
2. Connecting to the university network
3. Software
4. CU Requirements
5. Computer Labs

Bringing computers, etc. to CU:

6. Using an Internet Service Provider
7. Bring a computer from home
8. Using software from home
9. Shipping computer to store

What about laptops, printers, dorm rooms:

10. Laptop vs. Desktop
11. Stolen laptops
12. Need for a printer
13. Space restrictions in dorm rooms

What is a _____?

14. Ethernet card

The Buffalo Chip Computer Store, eligibility and policies:

15. Who are we; why buy from us
16. Eligibility requirements
17. Returns and refunds
18. Proving "affiliation" with CU

Products offered by the Buffalo Chip:

20. Academic vs. Retail software
21. Brands carried and stock on hand
23. Finding a computer manufacturer

Communicating and Purchasing from the Buffalo Chip:

24. Telephone consultation
25. Length of time to get computer
26. Ways to buy without purchasing online
27. Ways to buy, w/ no computer access
28. How to contact us, other than by telephone
29. Purchasing computer supplies

Promotions, when to buy, shipping:

30. Special sales (used or demo)
31. Shipping out of Colorado
32. Waiting to buy a computer

Service, warranty, repair, support, training:

19. Quick Fix Solution Center
33. Service or warranty repair
34. Technical support
35. Personal computer/software training
36. Getting set up in the dorms
37. Support for direct order computers

Prices, leasing, taxes:

38. Computer rentals and leasing
39. Price of a personal computer
40. Buffalo Chip price vs. other retailers
41. Copy of our pricelist
42. Sales tax and shipping charges

Paying for/Financing your computer:

43. Financial aid program for computers

1. What kind of computer does my student need for college?

First, the computer you purchase depends on the student's intended major; your financial capacity; what the student is using/has used; personal preference, etc. Both Apple Macintosh and Windows or Intel-based personal computers are in heavy use at CU. Macintosh has been favored in the past by many engaged in "creative" work such as Desktop Publishing, Graphic Design, and coursework in Fine Arts and Film Studies. On the other hand, students involved in studies with Architecture and Planning, various engineering disciplines, law, and in our College of Business, tend to use Windows or Intel-based computers. However because Apple Computer now uses the same Intel processor in all their systems, this may all be a moot point. Essentially, a Mac properly configured should be able to run most if not all Windows-based software applications that in the past would only execute on a Windows OS computer. The caution here with "properly configured" is that the purchaser must purchase the full version of the Windows OS and install it on the Mac. No Apple Macintosh computer comes with the Windows OS pre-installed and the cost to purchase this OS is approximately \$300. **You should check with the applicable University department of the respective school or college, to determine if they have any specific recommendations or requirements for a particular computer and/or software.** While this discussion focuses on "kind" or type of computer based upon its Operating System (Windows OS versus Macintosh OS), we'd suggest you review the discussion in question #10, for a discussion on Desktop computers, compared to Laptop units. We strongly urge you NOT to change between an Apple system and a Windows system just as your student is arriving on-campus to start classes. Plan the transition to a new system well in advance so that the student can become thoroughly familiar with its operation. In any regard, when you're searching for a new computer, we strongly suggest you consider the systems being offered by the two preferred vendors, Apple Computer, Dell Computer and Sony Education. You can access Dell Computer directly on-line through our store's products page <http://www.cubookstore.com/computers/> and the click on the Dell link on the left side of the page. Please note that Dell sells direct to you at special education pricing arranged with the University. Because of their direct sales model and subsequent "Build-to-Order" method of customer fulfillment, this method maybe attractive especially if you have specialized configuration requirements. The store however, does stock a very limited number of specially selected Dell systems. If your needs are such that you don't require a specially configured machine, this maybe an option for you. If your interest lies with Apple Computers, again go to our web page, <http://www.cubookstore.com/computers/> and click on the Apple link of the left side of the page. We stock most all Apple systems, as well as offer a large variety of Apple-branded accessories, software, and iPods. Except in rare cases, the store's pricing is better than you will find at any Apple retail store or by shopping Apple computer education on-line. Depending on your state sales tax jurisdiction and choice of computer and coupled with our cash payment discounts, we can save you \$50 - \$300 or more on your purchase. These savings apply not only to Apple computers, but Sony and Dell as well. With Dell Computer, Sony, or

Apple computer, our showroom features demonstration equipment for you to see and try before you make the purchase. We feature only systems from each computer manufacturer that fully meet or exceed university computing standards. We offer you the convenience of ordering your computer (sorry, not software) directly from us, using our on-line ordering capability for shipment directly to your residence (shipping charges do apply) or you can visit us in the store to make your purchase immediately.

2. What does my student need to get connected to the university network and how does my student get connected?

Please check the Information Technology Services (ITS) Website at <http://www.colorado.edu/its/recommendations> for specific guidance on personal computer recommendations and accessing the university's network. However and generally speaking, your computer should be "Ethernet ready" (meaning it has an Ethernet port integrated or built-in to the computer and meets at least the minimum suggested computer requirements as discussed on the ITS web page identified above. Most computers manufactured meet these requirements in their existing product lines. Due to the popularity of wireless computing throughout the Boulder campus (and off-campus too), you should ensure your computer has a wireless capability if purchasing a new computer. The only other item you'll need is a Cat 5e/Cat 6 Ethernet cable (sometimes called an Ethernet "patch" cable. The Buffalo Chip stocks large assortment of Ethernet and wireless cards, access points (off-campus only) and patch cables to enable the student to connect to the University system (or off-campus service provider). Check our web site at <http://www.cubookstore.com/computers> for pricing on these cards and cables. Caution: many off-campus technology stores charge too much for Ethernet cables. Almost surely you will pay too much if you don't check our pricing first. Even when residing off-campus, an Ethernet-capable computer is still valuable. A telephone "dial-up" modem capability is very rare. This is because new high speed DSL and/or cable modem services are usually available throughout the Denver-Boulder metropolitan area. The computer's Ethernet port will be required to enable connection with the cable modem or the DSL service provider's equipment. If you are interested in obtaining this kind of communications capability, please check with Comcast Cable or Qwest Communications (the line-line telephone company) for additional details.

3. What software is necessary for my student to purchase?

Specific software requirements should be obtained from the college the student is attending (i.e., Arts & Sciences, Business, etc). Again for general guidelines, you should visit the Information Technology Services web page at <http://www.colorado.edu/its/recommendations> . We can tell you that Microsoft Office software is the "de facto" standard throughout the Boulder campus. The Microsoft Office Suite (Mac or Windows) contains several applications; Word, Excel, Power Point, etc. which are without doubt used almost in all of the University's various colleges and schools. To a lesser extent, various other

software such as Adobe Photoshop, Macromedia Studio 8, MatLab, etc. are also used, depending on the student's assigned school or college. Again, check with them first to determine their preferences. The Buffalo Chip Computer Store stocks much of this software at very reasonable academic prices. However, you need to exercise **extreme caution** when purchasing academic software. Especially when purchasing a new computer, many manufacturers will offer "academic priced" software along with the actual computer. Actually, this isn't a really good buy and you will pay too much (in some cases, \$100-200 or more)! In many instances for the most widely-used software, the store and the University have contracted for special pricing that can save you a lot of money. For example, Adobe Creative Suites v2.3 sells for over \$1,510 off-campus. The same product in the store sells for \$399 (full-box or finished goods version). Through the store's contracted **academic student licensing pricing**, the student would only pay \$187! The overall caution is that we strongly encourage you to check with the Buffalo Chip Computer Store FIRST, to compare prices before you make that purchase elsewhere. Once students are admitted to the University AND have their ITS-issued Identikey and password, they are fully eligible to make purchases of academic software (and computers). The best pricing is with programs that have a student licensing component. Both Microsoft and Adobe Systems have student licensing programs with the store. Adobe student licensing is purchased directly in the store, whereas Microsoft software licensing is purchased on-line thru CU Connect. The media is the same regardless if purchased in a shrink-wrapped box in the store or purchased as a license on-line. To check pricing for available software licensing programs such as Microsoft Office, the student needs to use their Identikey and go to the CU Connect web site and log on to <https://cuconnect.colorado.edu/uPortal/index.jsp> . Below is an illustration of how to access the site:

Software License Purchasing via CU Connect

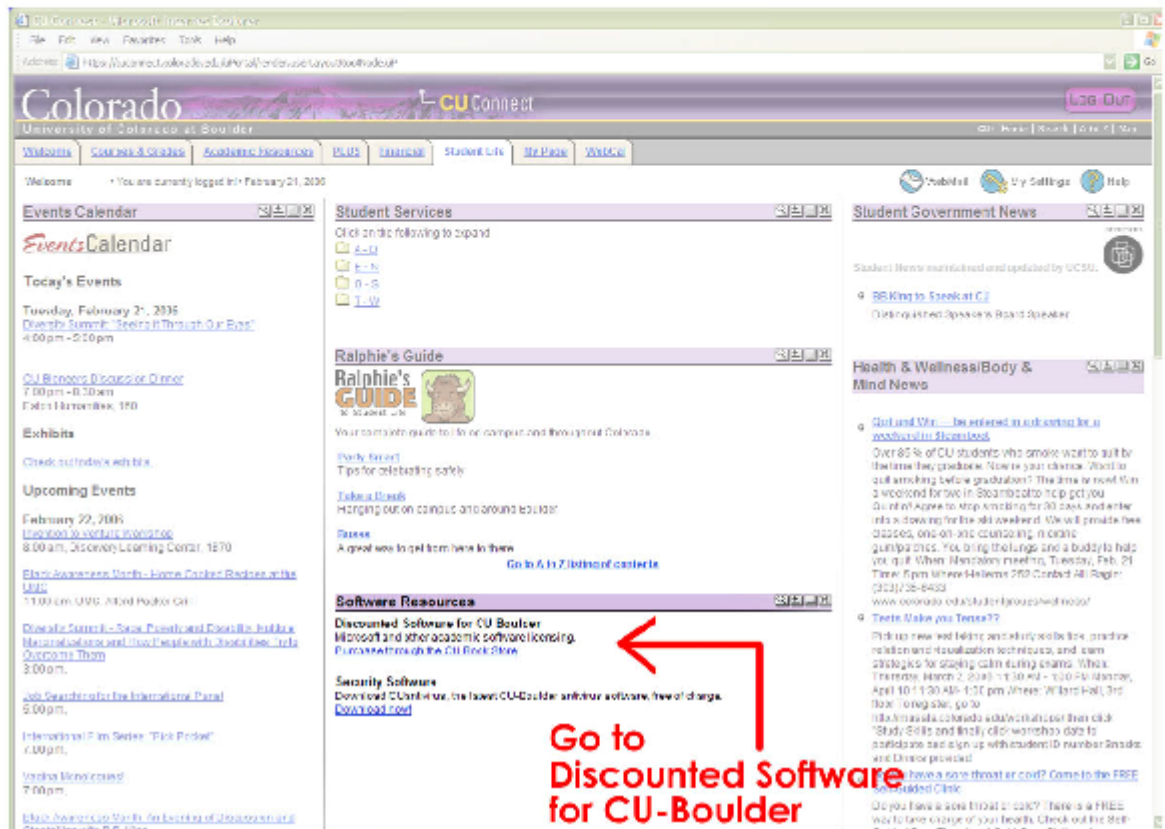
To access the Software License Purchasing page on CU Connect go to the CU Connect website: cuconnect.colorado.edu and log in with your identitykey.

Click on the **Student Life** tab. (Staff and Faculty may have a **Campus** tab instead.)

Click on the link labeled **Discounted Software for CU-Boulder** under the **Software Resources** bar (under Ralphie's Guide).

If you don't see the link labeled **Discounted Software for CU-Boulder** and you haven't modified your profile in CU Connect, log out, and click on the reset profile button on the bottom left of the login page, and follow the instructions to reset your profile. Log back in and the **Discounted Software for CU-Boulder** link should appear.

If you have modified your profile in CU Connect, click on **My Settings** and choose **Add Channel**, select all, and scroll down to select **Software Resources** channel, and add this channel to your profile.



The screenshot shows the CU Connect website interface. The navigation bar includes tabs for 'WELCOME', 'CAMPUS & STUDENT', 'ACADEMIC INFORMATION', 'BUS', 'LIFE', 'STUDENT LIFE', 'MY PAGE', and 'ABOUT'. The main content area is divided into several sections: 'Events Calendar', 'Student Services', 'Ralphie's Guide', 'Software Resources', 'Student Government News', and 'Health & Wellness/Body & Mind News'. A red arrow points to the 'Discounted Software for CU-Boulder' link under the 'Software Resources' section. The link text reads: 'Discounted Software for CU-Boulder: Microsoft and other academic software licensing. Purchase through the CU Book Store.' Below the link, there is a 'Security Software' section with a 'Download CU Connect' link.

4. Does the university require (is it mandatory) a student to own their computer?

Not generally. The university strongly urges students to own a computer in order to receive the maximum benefits of our educational opportunities. There may be other select academic programs within the University that do require the student to have their own computer so you should check with that respective school or college of the University to see if they have a specific requirement.

5. What is the computer lab situation at CU?

We are quite fortunate that we have an extensive number of student-use computer labs on the CU Boulder Campus. Many of the labs have printers connected, which students can use to print their materials. All of course, offer high-speed Ethernet connections and many have common software applications installed. However, many students still prefer to own their computer. Our labs do become busy and crowded during peak periods (as students all prepare assignments close to assignment deadlines, etc.) and some students don't have time to wait in line. Others want their own computer because they are using their own software and/or very specialized software, which are not available in the labs, or the software in the labs is not the most current version they need to use.

For more information on labs and their locations, please visit

<http://www.colorado.edu/ITS/MSG/itslabs.html> .

6. Can we keep the same Internet Service Provider (ISP) we now use, for our student at CU?

The student in the dorms will not need any sort of ISP because the University acts as their own ISP. There is one Ethernet jack per each room occupant; thus, never a need to share. The cost for this service is paid for in each student's computing fees. For students living off-campus and desire connectivity, please consult the following for more information:

<http://www.colorado.edu/its/networkinternet/index.html>.

7. We already own a computer that our student plans to bring to college. Is there going to be any difficulty with that decision?

Make sure the computer your student brings is compatible (meets the minimum requirements) with the university network as addressed in question #2. Also, be sure to review any installed software on your computer against the supported software list, noted on the ITS Website below. None of this is to imply that if you bring a computer (or software) that does not meet these "suggested" requirements, it will not function properly here. What it does mean is that the university simply does not have the technical resources to assist the student on all possible brands and configurations of personal computers, or the literally, thousands of software titles available. In such instances, it is the responsibility of the student (or parent) to seek technical support, at their expense, direct from the computer manufacturer, software publisher, or a third-party provider. Also, depending on the age of the PC you're bringing, it is possible that you'll need to perform various Operating System and/or hardware upgrades in order to get the maximum benefit from your computer. Only you can determine if this approach is cost-effective or if it might not be less expensive in the long term, to simply purchase a new system.

8. We're trying to save money on college expenses and thought it would be okay to let our student take a copy of our software to use at college. Would this be okay with the school?

You should consult the licensing agreement that came with your software. In most cases, it is illegal to have software installed on more than one computer without the licensing to do so. We recommend that your student buy his/her own software

for their computer. There are a couple of reasons for this suggestion. First, the software that the Buffalo Chip sells is in most cases, academically priced; that is, it is generally the same software that is available in commercial stores, but represents a savings of 75% or more than you'd pay for the non-education retail product. Second, your student has the assurance that they are purchasing the most current version of the product, including upon registration of the software, access to the latest updates, patches, upgrades, technical support, etc., which are usually provided at little or no additional cost. Obviously, with the substantial pricing discounts, we are required to sell the software only to academically qualified purchasers. Be aware that many software publishers are quite aware of the large degree of software piracy among college students and they have implemented various measures to prevent it, which we support. We've had unfortunate instances in the past where parents tried to use their student's academic eligibility to purchase academic software for their own use. We strictly control the resale of academic software to prevent this type of sale. That is why in part, we do not permit academic software to be ordered via our store's web site (except for using CU Connect where various authentication measures are in place to control purchaser eligibility). The caution is that if we become aware of an illegal academic software purchase, we are required to report to the respective software manufacturer that suspected activity for necessary legal prosecution. Theft of intellectual property (software piracy) is no different than theft of any other type. As an institution of higher education, which highly prizes academic freedom and the proper recognition of intellectual work, unauthorized copying of software is something we will not condone.

9. We live out of the immediate area of the university and plan to purchase our computer direct from one of your manufacturers (or we own a computer now). Can we ship this computer from our residence to your store, for storage until we arrive on campus?

Unfortunately, the store cannot accept such a shipment. There are a variety of legal and liability issues, as well as, staffing and storage space limitations, which prevent us from accommodating your need. Even if this were not the case, the storage fees we would have to charge (or other commercial storage facilities within the immediate area of the campus), could possibly be more than what you would have to pay a commercial shipper, to ship your property to the campus when the residence halls open.

10. Should I purchase a laptop computer or a desktop system?

Generally, our student customers favor overwhelmingly a laptop computer. It takes less space in the dorm room, allows for high mobility including wireless computing when away from the dorm or residence, and normally provides almost the same computing capabilities, dollar-for-dollar as a desktop system. In rare instances, a desktop system maybe the way to go (more expansion capabilities), but the decision is purely a personal preference issue.

11. What about the possibility of theft of a laptop computer at CU? Is it important to purchase a security device with a computer?

We do recommend you purchase a security cable for your laptop, which are available for purchase in the Buffalo Chip. There is always a possibility of theft on campus. However, the rate of these losses isn't any greater than the loss of other high value items (i.e., bike, purse, etc.) and frankly, most thefts occur when students are not using good common sense. It's always a good idea to properly secure the laptop anytime the owner is not physically present, even in the dorm room. After all, it costs you a lot less to take a few minutes to lock up the computer than it costs to replace a stolen computer. We would strongly encourage parents to review their homeowner's insurance policy to ensure coverage for "personal possessions while away at school." In some cases, the policy may exclude a high value item like a computer, unless you've purchased a "rider" or "floater" to cover such property. Check with your insurance agent. This additional coverage is usually available if you don't have it now, at nominal cost, and will save you from needless additional expense and emotional distress in the event that your student's computer is lost or stolen.

12. Does my student need a printer?

Our computing labs do have printers (the student does have to pay a "per copy" charge for printing however), but some students want the convenience of exclusive use of their own printer. If you're buying a new computer or even if you have a computer now, you might want to take a close look at our printer offerings, either in the store or featured on our web site (<http://www.cubookstore.com/computers>). Our pricing is usually attractive and very competitive, plus during some periods of the year especially as new students prepare to come to CU during orientations, we'll offer a "bundle" package which contains the computer and a printer among other components. These featured "bundles" on select personal computers and printers represent very good overall pricing that you would not normally find elsewhere. With the diverse variety, yet inexpensive, quality ink jet printers (and now some inexpensive laser printers) on the market today, most of our past student customers have elected to buy a printer, since they have complete control over its use and have the assurance it matches their PC printer requirements. However, printer ownership is not essential.

13. What space restrictions exist in on-campus residence halls, for students with a computer?

The desks in dorm rooms are on the small side, but they will accommodate a display on the top of the desk. The computer can be placed on the floor under or next to the desk. However, be aware that these areas have a tendency to collect dust quickly, and dust pulled into the system via the cooling fan may cause premature failure of the system due to overheating. In addition, there is usually enough space on the desk for a printer to sit near the display. Of course as mentioned previously, most students now own a laptop which takes up far less precious space. It is a far more versatile option for students these days.

14. What is an Ethernet card?

An Ethernet card will allow students in the dorms to access the University's Ethernet network. It is a high-speed computer communications device, which functions somewhat like a modem does for a telephone line. However, with a modem you have to dial in to connect. With Ethernet, you are always connected. Ethernet is far faster than any telephone modem.

15. Who is the "Buffalo Chip Computer Store" and why should I buy from them?

The Buffalo Chip Computer Store is a department of the CU Book Store. We are a non-profit organization. Because we are wholly owned and operated by the University of Colorado, our mission is to support the education and research objectives of the university. We see computer technology as a vital element in educational today, and therefore offer academic products specifically intended to meet the needs of education. We are conveniently and centrally located in the lower level of the University Memorial Center (UMC), in the CU Book Store, at the corner of Broadway and Euclid, on the University's Boulder Campus. Here is four reasons to buy from the Buffalo Chip:

- At the Buffalo Chip, we sell academically priced products for less. This saves our customers substantial money. We're conveniently located on campus to save you time and shopping hassles.
- Many of our staff are students themselves. Therefore, we know the educational environment and what will or won't work at this campus. This enables us to help our customers find just the right product. Off campus and online stores don't know our special computing needs. They have no incentive to provide compatible products.
- The Buffalo Chip staff are NOT commissioned employees. Therefore, we give you honest advice; not what the manufacturer wants to "push" as a special or closeout. If you don't need a computer or other technology product (and we have customers who don't), we'll tell you so. You get name brand products, at fair, competitive prices for your student's special needs.
- As a non-profit store, when you buy from the Buffalo Chip, your purchase dollars, after our operating expenses are deducted, are returned to the university to support a variety of educational programs, besides being one of the largest campus employers of students. The CU Book Store, which includes the Buffalo Chip, provides over \$1 million in excess revenues, goods, and services to a huge variety of university recipients. Your purchases help us help them.

16. Who is eligible to purchase from the Buffalo Chip?

- **I'm not planning on attending CU or I'm still in high school; can I purchase from the Buffalo Chip Computer Store?**

Except for Adobe student software licensing and Microsoft software licensing on-line via CU Connect, where you must be an academically qualified student, staff or faculty member of any campus of the University of Colorado to buy, you can purchase any of our technology products so long as you are attending ANY accredited, non-profit education institution in the United States. For academic priced software and personal

computers from Dell, Sony Education, and Apple, you should be prepared to prove affiliation with CU. (See question #18 for information on proving affiliation). If you are in High School and planning to attending college, you'll need to contact the store so that we can make an eligibility determination based upon your specific circumstances.

- **I'm a faculty or staff member of another educational institution. Can I purchase from you?**

With the exception noted in the above bullet item and compliance with the requirements in question #18, you can purchase from us. Again, you'll need to contact the store so that we can make a determination of your eligibility to purchase.

- **Can CU faculty, staff, students, and departments purchase from you?**

Of course. If you have a problem, immediately contact the Buffalo Chip Store Manager at (303) 492-3429 or send email addressed to the manager at buffchip@colorado.edu.

17. What is your returns and refunds policy?

Any unopened software can be returned within two weeks of the date of purchase with a receipt. Software cannot be returned if it is opened, unless it is defective. Defective software may be returned for an exchange within two weeks of the date of purchase with a receipt. This policy also applies to other non-software and computer products, like Ethernet cables and cards, consumer electronic products, computer external hard drives, printers, etc. You must return ALL packaging materials, together with the software media if applicable, and any documentation. Hardware (including calculators) may not be returned, unless they are defective. With regard to computers, returns are not permitted unless they are out-of-box non-operational. If that is the case, the purchaser has three business days from the date of delivery to make that determination and contact the store for a RMA. Damages due to shipping must always be addressed with the carrier; never the store. Purchases of technology products made from any source (on-line or through another retail store) other than through our store can not be returned to the Buffalo Chip Computer store for any reason. Any other difficulties, such as customer satisfaction issues, with hardware must be dealt with directly through the manufacturer.

18. My student is planning on attending CU, but when I tried to purchase from your store, they asked me to prove our "affiliation" with CU. What proof do I need to make this purchase?

Generally, proof of affiliation can be: a copy of the student's CU Identification Card, a copy of the student's class schedule, a copy of the tuition bill, a copy of your nonrefundable tuition deposit receipt, together with the student's letter of acceptance. Sometimes, we may require a combination of these things to be faxed to us to prove affiliation with CU. The final determination of what constitutes "proof of affiliation" rests solely with the Buffalo Chip and/or with the manufacturer. Although by noting the exceptions in question #16, we realize that there are many special circumstances that may apply to your situation where your

“intent” is to attend college, but you have not fully completed all the requirements in order to prove academic affiliation. In such cases, simply contact us for assistance. We’ll tell honestly what can legally do or not do, but we can’t help you unless you contact us. Please understand that these requirements are not intended to "hassle" you, but to help preserve the ability of our eligible customers to purchase technology products needed to meet their educational objectives at substantial savings. By observing these requirements, you help to reduce the cost of education for all of our customers.

19. I really don’t need my computer repaired; what I need is someone to help me remove this virus from my computer. Do you do that type of work?

The Buffalo Chip Computer Store offers to our customers, a “Quick Fix Solution Center” that offers many services of the type you are requesting. Our services are fee-based and usually involved helping customers eliminate viruses, Ad ware, Spy ware, etc. from their computer. We also will install software that customers purchase from us, install memory (where permitted by the manufacturer), download/install necessary drivers for printers and other associated peripheral devices, etc. We offer these services on a “first come, first served” basis (no appointment necessary) with the intent of quickly returning the customer’s computer to operation as soon as possible. However, you should be aware that ITS does have the capability to render many of these services for free. If the customer’s computer problems are of such an extent that we cannot work on the system, we do not charge for our time and we refer the customer to the appropriate service shop for assistance. We also do not do any type of training. Finally, we do all work within the store. For various legal and logistical reasons, we can not send staff to a customer’s residence, either on or off-campus.

20. What is the difference between “academic” and software I find in off-campus retail stores?

In most cases, the difference is simply price and that the software is only licensed for educational use not commercial or normal consumer use. There are some manufacturers that sell a "cut down" version of their software as academic software, but this is very uncommon. On the other hand, some software has special additions or features, specifically designed to help students in the education process. These features won’t be found in commercial or consumer destined software. Most of the software we sell is academic versions, which cost you substantially less, but perform equally to their non-academic counterparts.

21. What brands of product do you carry and what do you carry in stock?

We feature and normally stock the most frequently requested software titles from such companies as Adobe, Corel, Macromedia (now a part of Adobe Systems), Microsoft, Symantec, and many more. The exception is academic software licensing from Microsoft which although not stocked in the store itself, is available on-line through CU Connect (see question #3 for more detail). Of course, there are literally thousands of academic software titles available and for those which we don’t stock because of space considerations, we’re always happy

to special order them for you at no additional cost. However, you should know as it applies to software that we specialize only in that software which has an educational focus and is available through our network of education distributors. For instance, we don't carry tax preparation software as it is not used in course work here at the University. We also carry a vast variety of other technology products, such as computer hard drives, speakers, various cable products, calculators, etc. It is really quite extensive; much more than space here can address. Many of the products we carry in the store are featured on our web site at <http://www.cubookstore.com/computers>. Although we stock most personal computers from Apple Computer and selected offerings from Sony Education and Dell along with most all of their other technology products (i.e. iPods, Dell printers, and their accessories), we don't stock ALL Dell computer systems as mentioned earlier. However, you find the necessary "links" on our web page to place your specialized computer system order directly with Dell Computer at academic pricing.

23. I've been to your Web Site and I can't find the computer manufacturer I desire or the computer product I wish to purchase. Why can't I find the item?

Simply email us at buffchip@colorado.edu and tell us what you're trying to find. In many cases, we are able to order products that are not listed on our web site or stocked in our store. We'll be happy to determine if it's available and priced for education. However, please realize that in some instances manufacturers or software publishers don't offer their products at academic prices or have a meaningful academic program. If the computer manufacturer doesn't have an academic purchase program, then there is no reason for our involvement with them. Our purpose by university directive and state law is to support education needs; not compete directly with non-education resellers or businesses.

24. Do you offer telephone consultation?

Sorry, but we do not have the staffing to offer telephone consultation. We encourage you to check our web site at <http://www.cubookstore.com/computers> as there is a large amount of information that may benefit you. If your question is more of a general nature pertaining to CU overall, check the University of Colorado's web site at <http://www.colorado.edu>. If the question is about the University's computing environment, check the ITS web site at <http://www.colorado.edu/its/recommendations>. ITS and CU Housing both, have numerous links to other university sites and/or internally within their respective offices which offer substantial information on a diverse range of topics. However, if your questions still are not answered or you're experiencing difficulty placing a computer or software order, email us at buffchip@colorado.edu. If you're experiencing technical support issues with your computer system or software purchase, you'll need to address those concerns directly with the applicable manufacturer. Finally if all else fails, call us at 1-800-255-9168 or (303) 492-3431/3429 and we'll try to refer you to the people who can give you assistance. However, please understand that during peak sales periods, especially during the Summer Orientations, beginning in mid-June and during the August-September

back-to-school time, you'll undoubtedly get voicemail. We do our very best to respond to our voicemail promptly, but many times there will be considerable delay before we can respond.

25. How long does it take to get a computer?

This depends on many factors. First, it depends on what computer you are ordering. We do stock for immediate purchase a huge selection of Apple computers in standard configuration, as well as a limited number of specially-configured Dell and Sony Education computers. However if a standard configuration computer doesn't meet your needs, Build-to-Order systems such as that from Dell Computer take longer to produce and ship (Their business model is such that they do not maintain a warehouse of ready-built systems available for immediate shipment). Second, the time it takes to get your computer depends on when you place the order. If you order early, before peak sales periods, you can expect your computer much quicker. However, if you wait to order the computer until a month or a few weeks before school starts, you can expect long delays and most likely, will not get the computer by the time classes' start. Finally, if you order a computer that has just been "announced" or released to the market, you will probably see long delays, as demand for the product will far exceed available production. If shopping direct on-line, the manufacturers usually post availability information, applicable to your order. If you don't see it (or you're just "browsing the site"), you'll need to call their toll-free number and ask for the information from the customer service representative. Don't forget that you'll need to add ground-shipping time to your residence, to the availability date you receive.

26. I have strong security reservations with making purchases through the Dell or Apple on-line Web site. I want to talk to a "live" person when making my order. How can I still make a purchase?

That's quite understandable but rest assured that the manufacturers have a series of security safeguards in place to protect your use of a credit card if that is the manner in which you choose to proceed. Dell and Apple anticipated this desire and provide a toll-free 800 telephone numbers so that our customers can place their orders directly with them via the telephone. If you're trying to order other computer products (i.e., Apple Computers and products, accessories, computer bags, etc.) directly from the Buffalo Chip, call us at 1-800-255-9168 or (303) 492-0377, and we'll be happy to take your order and ship the order to you (the exception is software licensing purchases; Microsoft licensing must be purchased on-line directly through CU Connect and with Adobe student licensing, directly in person from the store). But why order on-line directly from Dell or Apple? We are happy to place your order for you even if it is a specialized system and unlike Dell or Apple direct (or even a local Apple retail store), we can probably get you a better price, get your system just as fast, save you additional money with cash payment discounts and state sales tax savings. Neither Dell or Apple can do that for you, but the Buffalo Chip Computer Store can!

27. We don't have a computer or have access to one to shop your store. How do we purchase from you?

Of course, the best way is to email us at buffchip@colorado.edu. Short of visiting us in person (see below), we'd suggest writing to us, addressing your correspondence as follows: The Buffalo Chip Computer Store, 036 UCB, Boulder, CO 80309-0036. Whether you send us email or write, specifically state what you're attempting to purchase and how we can contact you. We'd enjoy meeting you and encourage you to visit our store in person, perhaps during orientation. We are located at the corner of Broadway and Euclid, in the lower level of the University Memorial Center, in the CU Book Store. The final choice is to call us at (303) 492-0377 or 1-800-255-9168, but again, note the expected delays as discussed in question #25. We expect several hundred parents and students during each of the summer orientations to visit our store and approximately 2,000-3,000 students a day during the August-September back-to-school period. Our ability to help you on the phone during those peak periods will be severely constrained. So we strongly urge you to shop and order early. That way, we can give you the great service you deserve.

28. I've tried to call the Buffalo Chip Computer Store, but the phone is busy. How do I contact you?

If you cannot get through on our phone line, there are a few things you can do: First, check our web site <http://www.cubookstore.com/computers> to see if your questions are answered there. Second, you can email us at buffchip@colorado.edu. Finally, you can leave us a voicemail and we will try to get back to you. Unfortunately, during peak sales periods we are unable to answer voicemail in a timely fashion. So, use voicemail as a last resort. See questions #24 and #27.

29. I'm looking for computer supplies, like printer replacement ink cartridges, printer paper, labels, etc. However, I can't seem to find anything like that on your Web page. Why?

Great question! While not featured on the Buffalo Chip's Web page, computer supplies, such as what you are looking for, maybe carried by our Supplies Department in the CU Book Store. You can email them at cop@colorado.edu or contact them by telephone at (303) 492-0377 or use our toll free store number (800) 255-9168, option 0 and ask to be transferred to the Supplies Dept.

30. Do you offer any special sales on used or demonstration computers?

We do offer special sales of both used and demonstration computers, as well special buys on reconditioned or other demonstration equipment from time to time. You'll need to stop by the store to see if there are any of these special "deals" as they occur on a very sporadic basis and sellout in a matter of hours.

31. We live out of the State of Colorado. Can computer products be shipped to us?

Yes, with the exception of software licensing, we can ship your purchase to a destination out of the State of Colorado. If you purchase a product from The

Buffalo Chip and have it shipped out of state, there are no sales tax charges, but very nominal shipping charges do apply. All shipments of computers are insured through either or designated carriers, FedEx and UPS. However, we do not take orders or ship technology products to designations outside of the United States

32. If I purchase a computer now, I'm worried that the price will drop later and I'll lose money. Why shouldn't I wait? Shouldn't I just wait and buy a computer when my student arrives for school? Should I consider buying a computer when I come out for orientation?

These are very legitimate concerns. With computers, we're dealing with a commodity that has a very short product "life cycle" and the continuous drops in price reflects that fact. Compound that fact with manufacturers promoting special sales discounts to match expected peak sales periods and trying to be "first to market" with new products, and it's natural to want to wait. The offsetting problem however, is that the longer you wait, the greater the chance that the computer of choice will no longer be available (perhaps even replaced with a more expensive new choice), or there will be such heavy demand that you won't receive the computer when you want it. If price is your primary concern and you want to wait until the price drops more, how will you know the exact time that it has finally reached its lowest point, but **before** the manufacturer removes it from the market, so that you can purchase it? You won't know! We always recommend to customers to consider a computer purchase, based upon their computing needs or requirements-not price alone. If you purchase with your needs thoroughly considered, the price will probably drop. The product may even be discontinued, BUT your needs haven't changed and your PC will continue to meet that need. Once you know you're specific computing requirements, make your purchase. Purchase as early as you possibly can because you'll likely lose the "price game". But once again as it relates to price, we're pretty sure that if you purchase through the Buffalo Chip, you won't find a better price and we know that we will save you some of those hard-earned education dollars.

33. Do you offer service or warranty repair for my student's computer purchase?

The Buffalo Chip Computer Store's primary focus is that of a campus computer products retailer, with concentration on providing sales and marketing of technology products, exclusively to the education community at the University of Colorado. Even though we don't provide warranty repair (actually "fix" or repair items), we do offer a "Quick Fix" solution service within the store. However if you do have problems that require service under product's warranty, we recommend you contact the manufacturer of your system to determine who can perform this service in the local area. We do have a resident on-campus service provider, Academic Media Services, adjacent to Gate 6 of Folsom Stadium, who is fully certified to perform warranty service for Apple, Dell and other computer brands. They can be reached at (303) 492-8001. Help is also available from the ITS Help Desk at (303) 735-HELP for those problems that are believed to be non-hardware failure related, such as difficulty getting connected to the University's network or of an operating systems nature. You should also know that even though many

service providers can work on your computer, they might not be certified or qualified to perform warranty service on behalf of the manufacturer. However, we need to express a caution. If you believe that you have a service problem with your computer, we urge you to **first** call the manufacturer's technical support function. Many manufacturers want the first opportunity to diagnose any technical problems (it may not be a hardware problem or could be a customer-induced problem that can be easily fixed via the phone, thus saving everyone needless time and expense). If the manufacturer is unable to assist you, they will likely refer you to an appropriate service provider or may even provide the necessary direction and means to have the computer shipped to a central repair facility, to effect repairs or possible replacement. As a final word of caution, you must fully understand the terms of manufacturer's limited product warranty. Unless you purchase a specific warranty to that effect, manufacturer's warranties **do not** cover customer abuse (i.e. dropping a laptop computer and breaking the LCD display, spilling a liquid on to the keyboard, etc). That is considered customer abuse and it is the customer's responsibility to repair at their expense. In these cases neither the store nor the manufacturer are legal responsible or required to take a return back or to pay for the necessary repairs.

34. Does the Buffalo Chip provide technical assistance with a computer purchase and/or any software we purchase for our student?

If you mean, training on how to use, no. Our knowledge is limited to a sales perspective (system requirements as specified by the manufacturer, applicability to task accomplishment, pertinent features, etc.). Again, if the problem is one that falls within the scope of our "Quick Fix" Solution Center (i.e. virus; help loading a software package, etc.), we're glad to help. However, this is a fee-based service and ITS does have help available for free from the "Bug Busters" group. Your best resources are first; contact the technical support department of the manufacturer for assistance. The other source of help would be to contact the ITS Service Center at (303) 735-HELP, **IF** your computer meets the required minimum suggested computing requirements, or the software is on the university's list of supported software (see <http://cubooks.colorado.edu/its/recommendations/>), ITS Service Center will help you if it's a general computing question, or possibly, refer you to the appropriate source most likely to assist you with your problem. If the suspect problem seems to be with the network and the student occupies an on-campus residence then the ITS Help Desk is the first place to try.

35. Our student is not skilled or very knowledgeable on personal computers or the application software. Where can we find help?

CU's Information Technology Services (ITS) department offers many computing classes that are FREE to all University of Colorado at Boulder students. These brief classes are usually conducted at the beginning of the Fall term. ITS will be distributing information about these classes during each of the orientations. Also, visit <http://www.colorado.edu/its/studentclasses/> or call (303) 735-HELP (4375)

for more immediate details. Additionally, CU's Dept. of Continuing Education offers computing skills classes in which students may enroll at reasonable fees.

36. My student may need help in getting his/her computer setup and connected in the university residence hall. Can you help?

No, we're sorry but the store does not offer services to this extent.

37. If we purchase a computer directly from one of your computer manufacturers (Apple or Dell) and my student has problems with it, can I just bring it to you to fix?

No. All problems with computers ordered direct must be dealt with through the manufacturer (please see questions #17 and #33). We will be happy to assist the student with finding contact information for technical support services of the various manufacturers or the appropriate agency on campus if the problem is not a defect of the hardware..

38. Does the Buffalo Chip have any computer rental or lease programs to offer?

We do not rent or lease computers. We retail only new computer products.

39. How much does a personal computer cost?

The price of a computer depends on the student's specific needs. Pricing is determined by how it is configured or what features you desire. Just like automobiles, it depends on your preferences for the various options offered. For information on our prices on Apple and Sony computers, please visit our web site at <http://www.cubookstore.com/computers>, or visit the respective Dell Premier Web page (our Web site has a convenient link to their site).

40. How do your prices compare to other non-educational retailers?

The Buffalo Chip's pricing on technology products ranges from very competitive to absolutely unbeatable, especially as it applies to computers and academic software. On some academic, shrink-wrapped software sold in the chip, you can save 75% or more! And you'll save even more when purchasing academic software licenses on-line through CU Connect. Most importantly, many of the education technology products we sell are not available off-campus anywhere, so it pays to see what we have to offer. Purchasing your computer and other technology products through the Buffalo Chip can easily save you \$50 to over \$500 and we're here to help you do that. Remember, we are a non-profit store owned by the University. It is not our purpose to charge the maximum of what we think we can get.

41. I'd like a copy of your computer products pricelist. How do I obtain a pricelist?

The University of Colorado at Boulder, as well as the CU Book Store and Buffalo Chip, are committed to protection of the environment. Our policy is to minimize use or to recycle computer products (i.e., print cartridges, paper products, etc.) wherever possible. However, you can access our pricing (besides coming into the store) on our web site at <http://www.cubookstore.com/computers> .

Additionally, we encourage customers to use our store computers and the various

computer kiosks located throughout the UMC to obtain pertinent pricing. We'd also be happy to verbally quote you pricing by telephone or via email to buffchip@colorado.edu.

42. Do you charge sales tax and shipping charges? If so, how much?

We are required to charge sales tax on most purchases made in the store (departmental customers are tax-exempt). However, this depends on and varies with where we ship outside of our local taxing jurisdiction (City of Boulder, Colorado). Of course, if we ship out of state, we are not required to charge sales tax. The sales tax rate in Boulder is 8.16%. If you order a computer directly from Apple or Dell with subsequent shipment direct to you, you will probably have to pay the sales tax applicable to your local taxing jurisdiction. Of course, those departments (not individuals buying for personal use) of qualified, non-profit institutions of higher education within the State of Colorado (see question #16) do not pay sales tax. If you will contact the store, we'd be happy to tell you what states tax, if any would apply to your purchase.

For computer merchandise that is ordered and processed directly by the Buffalo Chip, the following examples illustrate the shipping charges (includes insurance) that apply:

| | UPS Ground | FedEx 2nd Day |
|---------------|-----------------------|--------------------------|
| Laptop | \$25.00 | \$45.00 |

Please note: The US Export Control Act and the computer manufacturers or software publishers, prohibit us from shipping computers and software internationally.

43. I understand that the university provides computers or has money available to help financially needy students purchase a computer. How do I find out more about this program and can I order the computer through you?

We would strongly encourage you to review the answer to this question on the ITS Web page at: <http://www.colorado.edu/its/recommendations/FAQ.html>, under the question, "How will I pay for my computer"? Usually, this process is fairly lengthy, so plan and take action early. Consult with Financial Aid to determine approximate processing, ordering and computer delivery time. Financial aid funds, if approved, are **always** disbursed to you-not the Buffalo Chip. We play **NO** role in this process other than to assist you with a written price quote where possible, which Financial Aid may require for those technology products you wish to purchase. We can only provide written quotes for products offered by our associated manufacturers, vendors, and suppliers.