



Catlin Gabel

forming bold learners

Why We Require Families to Purchase Laptops through Catlin Gabel

There are many brands and models of laptops available. We require all Catlin Gabel families to purchase their laptops through Catlin Gabel. The primary reason for purchasing through us is that we are able to provide complete technical support for the laptop. Although Catlin Gabel families own the laptops, Catlin Gabel School is responsible for administering, supporting and maintaining the Upper School Laptop program in the most cost efficient and effective manner possible. Below is a summary of some of the services we provide for laptops purchased through CGS that we cannot provide for laptops purchased elsewhere.

- We have laptop loaners that are the same or compatible model as the students' machines that give us the ability to swap a hard drive from the student's machine to the loaner without having to copy files. This dramatically decreases the time the students have to go without a computer.
- We have special equipment specific to the laptop which makes it possible to recover otherwise unrecoverable data.
- We are familiar with Catlin Gabel specific models and their unique hardware and software issues and are able to troubleshoot them more efficiently.
- We have developed relationships with Lenovo and Apple support technicians. Those relationships enable us to expedite laptop repairs and order replacement parts.
- We include features not available to retail customers, such as a four-year AppleCare warranty.
- We carry a selection of replacement parts onsite for the models we support.
- Laptops purchased through CGS come preconfigured with the correct operating system and software in order for the laptop to connect to our network.
- Students who purchase through a different vendor are required to contact the vendor directly.
- We can provide basic technical services to students who have other models of computer. In such situations, students bear the responsibility to resolve such issues as a corrupt operating system or failed hardware.
- Our prices beat everyone else's when you include all of the specifications and warranties that we provide.
- Laptops purchased through us can be financed through the Catlin Gabel Business Office.