

Welcome Parents



SERVICES BY COMPUGEN

Order Process

Once the transaction is complete you will receive a confirmation notification via email. In this notification you will find a link to the status of your order. As your order progresses through, this link will provide updates about your order including; waybill # and invoice.

For questions related to the product (not working, slow, software installs etc) please contact your local school.

For questions related to your order please contact salescentrewest@compugen.com or by calling us at **1-844-365-6123**. Please include your school district in your e-mail.

Chromebooks purchased via Compugen come with a 3 year warranty. **Please contact your local school before reaching out to Compugen or HP, regarding warranty.**

1. Compugen Service Depot – Compugen is an HP Warranty Authorized Service and Solution partner. To book a Chromebook repair, email Compugen **Service at service@compugen.com** or call **1-800-353-2933**.

Please including the following information in your e-mail.

- Contact information (name and phone #)
- School district
- Product model #
- Serial # (typically found on the bottom of the device)
- Description of the error

2. HP Canada Warranty Support Line – HP Canada's 24/7 online Warranty Support at **1-800-474-6836**.

Terms and Conditions

1. All sales are final.
2. If your item arrives damaged or non-functioning Compugen must be notified within 30 days of delivery date. Please email salescentrewest@compugen.com.

Please include;

- Pictures of damage
- Description of problem
- Order # or reference #
- Contact information
- School district
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