



FAQS

How many devices can one person buy?

Each physical address may order a maximum of 2 devices throughout the duration of the sale.

Who pays sales tax?

Secured Tech Solutions collects sales tax at the point of sale and remits in compliance with state law.

Who pays for shipping?

The customer pays shipping, which is calculated at checkout.

Can we offer the devices for sale to the staff first and then to the community?

Yes, you will need to work with your Secured Tech Solutions contact to make these arrangements.

Can students and staff request their own device?

No, though we can ensure they are able to purchase the same model of their device, because of the triaging process we are unable to guarantee staff and students that they will receive "their" device.

Do I need to turn in my chargers?

No, you may keep your chargers. Secured Tech Solutions will offer customers the opportunity to purchase new cables and bricks with the purchase of their device(s).

How long will you keep the sale open?

The sale is open for 7 days.



FAQS

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How does the revenue share work?

The revenue split is 80/20 (80% to you) if the devices are only sold to faculty and staff or 70/30 if the sale is open to the community.

What is the revenue number based on?

Revenue is based on the price of the device only; revenue does not include tax, shipping or any additional add-ons purchased.

Can we use the revenue as a credit toward other products and services offered by Secured Tech Solutions?

Yes, you can! STS has many solutions for your 1:1 needs, and you can use the credit for any product or service we offer.

What type of devices can we offer for sale to the community?

Currently Community Buyback is able to sell iPads and MacBooks for sale to the community.

Does Secured Tech Solutions warranty the devices sold?

Yes, STS provides a limited 30-day warranty.

Who will the community contact if there is an issue with their order?

Secured Tech Solutions will handle all aspects of customer service including concerns post-purchase and warranty claims.

When do we receive our payment?

Checks are mailed approximately one week after the close of the online sale.