

23 October 2020

Dear Parents/Carers

IT Provider and Financing Company for Laptops

Further to the message sent by email earlier today, I write to inform you of a pricing error that was communicated by Freedom Tech Ltd.

We were informed this morning that unfortunately, due to an error on their part, the pricing sent to North Essex Multi Academy Trust to advertise to you was incorrect for two of the devices chosen. The letter sent to you yesterday provided incorrect payment options, however, the payment options available via the portal are correct.

We have been advised that the company '*...usually offer parents options to pay over 12, 24 or 36 months but we need to take the final payment in June so as we are starting this later in the year the options have been reduced down to 8, 20 and 32 months. The prices quoted to the school for the HP & Apple devices were based on the full 12, 24 and 36 month terms and therefore, as you may have already seen, the actual pricing listed on the online portal isn't what was initially advertised.*

Please note, the upfront payment options for all 3 devices is unchanged and the pricing for the Stonebook device is also correct across all terms.'

The company have conveyed their apologies to North Essex Multi Academy Trust and '*...take full responsibility for the errors in the communication you received from the school.*'

The portal was closed this morning but will be re-opened later this afternoon.

Once again, I would like to apologise for any inconvenience caused.

Yours faithfully

A handwritten signature in black ink, appearing to read "P Griffiths", with a long horizontal flourish extending to the right.

Mr P Griffiths
Chief Finance Officer