

Background information

Computer Recyclers UK supplies refurbished IT equipment to individuals, schools or organisations, including registered charities. They run the [Get Online at Home](#) programme - an initiative created by Microsoft.

The offer under Enhance

This offer is part of Lloyds Bank Foundation's digital inclusion Enhance support programme. It can be a stand-alone product or selected alongside other providers. Key aspects of the offer:

- Help with choosing the right IT solution for your charity
- Supplying high quality, ex-corporate reconditioned Windows 10 PCs, laptops and tablets.
- Eligible PCs, laptop and tablet packages are pre-loaded and licenced with Windows 10 Professional, Windows Defender (Antivirus), Link to free web-based Office 365 Apps, include 12-month warranties and delivery.
- All grantees are eligible.
- There are no minimum or maximum orders, subject to a financial cap.
- All deliveries are made within 20 working days from date of order confirmation.
- Bulk orders can be supplied to ensure all equipment is matching and professional looking i.e. same brand and model.
- The software supplied will be as per the specification. The hardware however, is NOT new. On average the equipment can be between 3-5 years old.
- CRUK is happy to help grantees select their specification requirements (see contact details on the order form). Only specifications detailed on the order form can be obtained through this Enhance offer. The Foundation through CRUK cannot provide hardware or software outside these specifications.
- Customer care includes a 03719 100 100 support line (includes checking the 12-month warranty verification, issues addressed/identified/resolved or if out of warranty details of repair options and prices). There is also a returns and repairs/replacement policy. Information is provided with the delivery.

Please note:

- All PCs and laptops supplied are suitable to connect to all current server configurations. Server operating systems older than Windows Server 2008 R2 may not be supported. Older servers than this are no longer officially supported by Microsoft, so although the computers could still be set up to the server, it would be at the owner's own risk.
- All laptops are both Ethernet & Wi-Fi enabled for internet connection.
- All PCs require Ethernet cable connection unless the Wi-Fi adapter upgrade has been chosen.

- If connecting to a server, the charity needs to understand who their server administrator is, this person may be either an internal member of the charity or an external contact if they have an IT support service.
- The server administrator should set up the computers supplied to the server. If there are any issues, they can call technical support on 03719 100 100.

How do I know if this provider is right for my charity?

Computer Recyclers UK are an ideal supplier if your charity is finding it difficult to access affordable IT hardware such as ex-corporate reconditioned PCs, laptops and tablets.

Case Study:

“The fact they can supply, high quality PC and Laptops to organisations where budgets might be tight is a great help to us.

Getting fit for purpose IT equipment in charities of all different sizes and requirements, where they have low budgets for such investments is such a good thing for our clients. We have placed 40 + orders of all different sizes with Computer Recyclers, and whether it be an order of 50 units, 10 units or 1 unit, the order process, delivery and quality of equipment supplied is never a problem.

Orders of all sizes are always matching brands & models, allowing our clients to maintain a professional image.

Computer Recyclers UK provide a great service – from Ordering to delivery even to the (very rare) times their supplied items have a problem, replacements are always fast and without issue in such an event!

We see Computer Recyclers as important supplier in our key supplier list – we will continue to work with them and recommend their services where possible”

Input needed from you

- Understanding of your IT hardware needs going forward and selecting the correct hardware and associated upgrade if appropriate.
- Expertise and logistics to change-over their hardware (this is relatively Straightforward)