Q: Who can buy laptops/notebooks through the Bookstore?
A: To purchase one of our laptops at Apple Educational pricing you need to be an enrolled student at Union with a valid ID number. When buying from us, we will verify your status by checking with the Registrar. During the checkout phase of the purchasing process, please enter the incoming first year student name into the Special Instructions box so we can verify enrollment.

Q: When will you be accepting orders?
A: When the First Year Student Laptop Sales Program 2019 website goes up at https://bookstore.union.edu/, on June 1st, 2019

Q: When should I buy my laptop?
A: You should buy before August 19 in order to make sure you receive it before you leave for Union. Waiting a bit will benefit you: Apple usually announces a Back-To-School Special that we can participate in sometime over the Summer, and the longer you wait, the longer your student will have a warranty while a student at Union. Also, new laptops may be announced by manufacturers over the summer, and if they are, we will switch to the newest models.

Q: I’d like to buy my laptop somewhere else, but buy the service through you. Can I do that?
A: I’m sorry, no. If you purchase elsewhere, you should make sure you know where to go for service. There is an Apple Store located at Crossgates Mall in Albany. Other vendors offer mail-in repair service, so you should keep that information accessible.

Q: What is covered by AppleCare+, the Apple warranty?
A: Global repair coverage and access to Apple experts for 3 years. For full terms and conditions, please check Apple’s website. http://support.apple.com

Q: What is NOT covered by AppleCare+, the Apple warranty?
A: Theft, or loss. Also data corruption or loss, software damage caused by spyware, viruses, malware, misconfiguration or incompatibilities. Bookstore will recover/backup data, when possible, for a discounted fee. Virus/malware removal is also available for a discounted fee.

Q: Do you offer a warranty on Apple laptops that covers more accidental damage?
A: Yes! Apple now offers AppleCare+ that includes up to 2 incidents that they will repair for a fee. Please go to https://www.apple.com/support/products/ for information. You will also have the option of purchasing a 4-year warranty from Safeware, a reliable third-party computer insurance company, which covers drops, spills, and some problems Apple won’t. It is only for repairs up to the original purchase price of the laptop.

Q: Do you sell computers other than Apple?
A: Not at this time. We are an Apple Authorized Campus Store. You can buy a laptop wherever you want. Just make sure you purchase a warranty.

Q: Will you offer warranty service on a laptop that I don’t purchase through the Union Bookstore?
A: No. We will not be able to provide support or service for any laptop not purchased through the Union Bookstore. Please make sure when purchasing elsewhere, you purchase warranties that will get your student through college and to find a repair depot that can service them.

Q: Will you offer tablets as well as laptops?
A: We’re an Apple Certified Campus Store, and while we sell iPads in the store, we’re not allowed by our contract to sell them online at this time. To purchase one, please come to the store and we will gladly help you out.

Q: Do you recommend we purchase a printer?
A: Yes, we recommend either you or your roommate bring a printer to share. Each Student is given an allowance of 100 Black and White copies per academic year. Having your own ensures that you’ll be able to print what you need, when you need it. Do not bring a wireless printer to campus. They are not recommended in the residence halls.

Q: What laptop does Union recommend I buy?
A: Union College doesn’t provide general guidelines for computing. Union College has computer labs for student use. Please see the ITS website for details (https://its.union.edu/student-services) and our 2019 Unofficial Guide to Computing at Union.

Q: Who are you guys, anyway?
A: We are the Union College Bookstore, a retail store. We are not the IT Department, our main focus is retail sales for our students, faculty, staff and alumni.

Q: Do I really need a laptop?
A: You will need a computer to do papers and access the Online Learning Network that is required in some classes. Union College does have computer labs for students to use.

Q: Can I purchase a laptop on the Bookstore Account?
A: No. The Bookstore Account cannot be used for computer sales. Please contact the Union College Bursar for questions. We accept MasterCard, Visa, American Express and Discover cards. Cash and Checks are also accepted.

Q: Do I need anti-virus software?
A: Yes. The IT department requires users that want to use the Union College Wireless Network to have anti-virus software. Please see their website for details. https://www.union.edu/information-technology-services/student-services and their Before Coming to Campus Site: https://www.union.edu/information-technology-services/coming-campus-updates-and-virus-protection