

## FREEDOM TECH- CHROMEBOOK REPAIR PROCESS 2026

### Repair Centre – New Process

To access the new system and log a repair please follow the correct instructions listed below:

If you are a parent or end-user please follow this link. -

[Parent/End User User Guide](#) or

**Our customer portal is located here:** <https://my.devicerepair.co.uk>

### Log in / Sign up

If this is the first time logging on, you must first click on 'Sign up' You will need to create an account.

Please ensure you choose **YOUR OWN ADDRESS** for the chromebook to be collected and also your own address for it to be returned.

A courier will collect the device in a secure box on the arranged date. Please ensure you are in. **We will not accept personal chromebooks being sent/returned from/to Marlborough**

Once you have logged the repair, you will see a reference beginning FTxxxx. This reference is very important – your child will need this reference to take to IT (Pascal ground floor) to borrow a chromebook for the duration of the repair. Please ensure this is done immediately after sending the device to repair.

Once the device is repaired, it will be returned by courier to YOUR ADDRESS. Please ensure your child returns the loan chromebook to IT immediately.

If you encounter any issues with the repair or the process, please email [help@valutechservices.co.uk](mailto:help@valutechservices.co.uk)

**Please note:** Should you need to purchase another Chromebook for any reason, please be aware that Google has changed their licencing policy and going forward, licences will permanently be tied to the original device's hardware ID and model, and cannot be transferred to a replacement device unless it is an identical model.

If you do decide to purchase a different Chromebook model from your original, the average price for a replacement licence for the life of the device is approximately £24-£30 per device.

Some Chromebooks will be out of their warranty and will need to be sent off somewhere for repair. These usually belong to year 10 and year 11 students. Please see below for some local repairers or you can send the Chromebook off to your preferred repair centre.

Contact & Email address	Company name	Offer	Time scale	Further Info
Paul Ramsey <a href="mailto:paul@harpendencomputerservices.com">paul@harpendencomputerservices.com</a>	Harpenden Computer Services	Offered to discount but suggested to replace the laptop (new/refurbished)		£80 (+part cost) - screen repair
Robert Bakkard <a href="mailto:mail@netizens-stalbans.co.uk">mail@netizens-stalbans.co.uk</a>	Netizens	20% discount	4 days	
Sarah Stanley <a href="mailto:info@gadgetclinic.net">info@gadgetclinic.net</a>	GadgetClinic	£20 discount for any repair free diagnostics		
Jamie Fletcher <a href="mailto:mail@ver-it.co.uk">mail@ver-it.co.uk</a>	VER-IT	£10 discount for labour	2-3 working days	Screen replacements - £40-50 Touchscreen replacements - £50-60 Charging ports - £50-60 Motherboard replacements - £60-70 Keyboards/batteries/WiFi/USB Ports - £30-50

### Further repair centres

Computer Wizard

PC Gremlin

Computer repair centre

Tech Medic Repair

Nixuss

