Repairs & Insurance Claims for Apple 1:1 MacBook Computers

Information for Parent/Guardian

Effective from Monday 20 May 2013

In the event that a student laptop is accidentally damaged at home (or away from school), it is the responsibility of the parent/guardian to submit an insurance claim. The steps in this process are outlined below:

1. Fill out Incident Report Sheet and Insurance Claim Form & return form/s to class teacher
2. Contact Apple Store, Robina to book a Genius Bar Reservation for a Repair Quote

**Important Note:** bookings can only be made online at: apple.com/au/robina and follow the prompts to complete your booking

3. Take the item to be repaired to Apple Store, Robina (at the agreed time) & meet with a technician who will assess the work to be done and issue a quote: leave the laptop at the store
4. Forward your Apple Repair Quote and *Excess Payment to school* - *a payment of $150.00 (to cover the excess) must be received by the school before repairs can be approved*. NOTE: ‘Loan’ computers will only be issued to students when the quote & payment are received by the school. ‘Loan’ computers are issued as a temporary replacement (if substantiated and available) via the school library borrowing system.
5. Once payment is received the school will authorize Apple to commence repairs
6. When repairs are completed, Apple Store Robina will contact families to arrange a time to collect the repaired item
7. Student returns ‘loan’ item to library for processing

**PLEASE NOTE:**
(“If the cost of the repair is less than $150.00, school will refund the difference)

-Willful damage and/or neglect are not covered by the insurance policy and parents/guardians will be solely responsible for the cost of repairs and/or replacement of the computer and associated hardware/software.

**Loan computers will not be issued in these circumstances.**

Full details relating to care and responsibilities can be found in the school’s Laptop Agreement and policy Information Booklet/Contract. It should be noted that all students and parent/guardians who take part in the Apple 1:1 program have signed agreements in relation to care, accidental damage, insurance and excess payment.

**Power Adaptors** (adaptors are not covered under the Insurance Policy)

1. If student/s experience problems with power adaptors, they need to complete an ‘Incident Report Form’ (available from classroom teacher)
2. Return forms and adaptor to class for validation - a ‘loan’ adaptor will be issued to student as a temporary replacement (if substantiated and available) via the school library borrowing system
3. Copy of form sent home with student – it is now the family’s responsibility to make an appointment and to drop the adaptor into the Apple Store, Robina
4. When repair/s complete, Apple notifies school and family
5. Family arranges for repaired adaptor to be collected from Apple Store, Robina
6. Student returns ‘loan’ adaptor to school library

*Please Note:*
If an adaptor is damaged/broken at home it is the parent’s responsibility to obtain and pay for a replacement.