

# 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](http://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.*