

iPad Repair Cover – Terms and Conditions

- iPad must be kept in school provided case **at all times**. The case should only be removed by the Network Office team.
- iPads in the school iPad scheme must be given to the Resource Centre when damaged, so that the device can be repaired by an approved repairer. The iPads **must not** be repaired through a third party.
- There must be a claim form completed for each repair, signed by the student, parent/carer and the Student Support Officer. A £40.00 payment is also required before the claim can be processed.
- Once the claim has been accepted by the insurers, the iPad will be sent off for repair. Please note; the claim will be rejected if the device is not sent in the school provided STM Dux case.
- The repair time is dependent on the insurance company approving the repair, providing as much detail as possible has been added on the claim form. A temporary iPad will not be offered unless the repair wait time is significant.
- In the case of iPads not covered by the insurance policy, Rossett reserves the right to remove the student from the iPad scheme or ask parents/carers to cover the full cost of the repair/replacement.

What Is Covered

- Accidental damage
- Loss or Theft

Exclusions

Please note; the following are **not** covered;

- Accessories, such as cases, Apple charging plugs and charging cables.
- Loss/Theft **not** reported within 2 days of incident, unless it occurs over a weekend or holiday. In this event, it must be reported on the next available school day.
- Damage **not** reported within 2 weeks of incident, unless it occurs over a weekend or holiday. In this event, it must be reported on the next available school day.
- Damage as a result of third party repair.
- Damages more than 3 times throughout the scheme.

The major exclusions provided by insurers are;

- Damage as a result of inherent defects, wear and tear etc.
- Mechanical or electrical breakdown
- Theft/Loss/Damage whilst the iPad has been left unattended in a public place e.g. in an outbuilding or in a locked car.
- Intentional damage
- Wilful neglect