

# Apple Macintosh Laptops

## Repair Arrangements for Apple Macintosh Laptops

An extract from the Laptop Agreement along with an information flyer from the insurance provider regarding process for warranty and accidental damage claims is attached on the side panel of the College Newsletter.

## Warranty and Accidental Damage Claims

All warranty and accidental damage repairs will be conducted off site for Apple Macintosh laptops. The local authorised repairer is PowerMax situated at 65 Magellan St, Lismore.

The College has purchased the Accidental Damage Insurance for each of the Apple Macintosh laptops. The Insurance Policy has a \$100 excess which is payable by the student, parent or caregiver directly to the authorised repairer.

Should an Accidental Damage Claim /Repair be required, the laptop, along with a Claim Form, is to be delivered to the Laptop Support Centre (LSC). Parents are to collect the laptop from the repairer and pay the \$100 excess directly to the repairer.

If parents cannot arrange collection, the \$100 excess payment is to be lodged with the laptop and the claim form for the College to collect. This will, however, result in a possible delayed collection of the repaired laptop.

Students should ensure all work is backed up to their Google Drive before submitting their laptop for repair. This will ensure work is accessible from alternate devices. It is recommended that students regularly back up their work.

Details of what is and is not covered by the Accidental Damage Insurance Policy are available on the side panel of the College Newsletter. The Claim Form will be attached as soon as it is available.

**Please note: There must be no attempt to open the laptop to repair any issues, as this will void the manufacturer's warranty.**

If a laptop is damaged or lost by neglect, abuse or malicious act, the Principal or their delegate will determine whether replacement is appropriate and/or whether or not the student retains access to a laptop for home use. The student may also be subject to disciplinary actions.

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