



# St Bede's College

## ICT Device | Warranty & Insurance

The device used by your son has sustained damage or has a fault. The College intends lodging an insurance or warranty claim on our behalf for the cost of repairs to the device. This incident report will form the basis of the claim. Insurance claims are routinely lodged for any damage that is not covered by the manufacturer's warranty. Any defect in the hardware or software is covered by the manufacturer's warranty.

If the incident involved other students or appears to have resulted from a breach of College rules, it will be investigated by your son's Year Level Coordinator. If this investigation causes a delay in the claim process, your son will be issued with a loan device.

### **How do I fill out the incident report?**

Certain information is required by the insurer/manufacturer before they will process a claim. To increase the likelihood of a successful insurance or warranty claim, you will need to supply all requested details. Describe the specific incident which caused the damage to the device and give the name of any witnesses (if possible) or describe the defect that has occurred. Please note, the insurer/manufacturer will deny any claim that does not give clear details of how the damage was caused or the defect has occurred.

### **What happens if the claim is accepted?**

In most cases, the insurer/manufacturer will accept the claim and cover the cost of repairs. Your son's repaired device will be returned to him after the repairs are completed. The College Finance office will invoice you for the required excess up to a maximum amount of \$300. The exact excess will vary depending on the cost of repair or replacement. The excess will not exceed the cost of repair. This invoice will be added to your school fee account unless you make an alternative arrangement. No invoice will be raised if the claim is settled under warranty provisions.

### **What happens if the claim is rejected?**

Insurance claims or manufacturer's warranties are rarely rejected. When they are, it is usually because of gross negligence in the care of the device or deliberate damage to the device. If the insurer/manufacturer rejects your claim, you will be required to pay the total cost of the repair of the device.

### **Who can I talk to about this process?**

If you have questions regarding the incident or responsibility for the damage to the device, please contact your son's Year Level Coordinator;

If you have questions regarding payment of the excess, or the cost of repairs, then you should speak to the College Business Manager, Mr. Dominic Langdon;

If you have questions regarding the repair of the device, you should contact the Deputy Principal for ICT and Infrastructure, Mr. David Cracknell.

### **ASUS Notebook Accidental Damage Protection Summary:**

As per the ASUS Accidental Damage Protection Agreement (ADP),

- Only **one key part** may be replaced under the ADP per year,
  - Key Parts Include: *Screen, Motherboard, Processor, Hard Disk Drive and Memory.*
  - Should a repair require multiple key parts, ASUS will cover the most expensive part and other key part(s) will be invoiced.
- The total cumulative costs of the repair service shall not exceed the cost of the notebook.
  - Should this be the case any repairs from this point will incur a repair fee and will no longer be covered under the ADP.

*For full repair information please head to the Parent portal on the college website.*



# St Bede's College

## ICT Device | Incident Report

Student Name: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_ Homeroom/Tutor Group: \_\_\_\_\_ Homeroom Teacher: \_\_\_\_\_

Information relating to the specific incident that led to the warranty/insurance claim:

Date and time of incident/device failure: \_\_\_/\_\_\_/\_\_\_ \_\_\_\_\_

Location of incident: \_\_\_\_\_

Witnesses: \_\_\_\_\_

Theft/Loss (Police Report Details) \_\_\_\_\_

Account of events (Include all information regardless of how small or insignificant):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I have **backed up** all my school work to an external source, such as to Google File Stream and/or an external drive. (Please Tick)

*St Bede's College will not be held responsible for any data lost in the repair process.*

Student:

- I declare the above is a full and truthful account of the events and/or circumstances that led to the incident/device failure of the ICT Device.

Student signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

Parent:

- I have read the incident summary above and believe it to be a truthful account of events.  
- I have read and understand the Warranty and Insurance Information overleaf and agree that I will pay the required excess, an amount not exceeding \$300.

**Note:** There will be no cost if the item is covered by manufacturer's warranty.

Accidental damage claims are as per the device agreement.

(See Parent Portal on the College Website for full details)

**Please note that if a loan device is broken or damaged, an additional payment may be required up to an amount not exceeding \$300.**

Parent Name: \_\_\_\_\_

Parent signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

Office Use Only:

Ticket Ref:# \_\_\_\_\_ Order Number: \_\_\_\_\_ Payment Due: \_\_\_\_\_