



# ICT Device Incident | Warranty Report Form

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.

## Completing 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.

**!** The insurer/manufacturer will deny any claim that does not give clear details of how the damage was caused or how the defect has occurred.

1. Print the form (If downloading from the College Website)
2. Complete the form overleaf after reading the information on this page.
3. Return the completed form to the campus IT Support Office.

## If a 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.

## If a 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 to contact for more information

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

If you have questions regarding payment of the excess, or the cost of repairs, then you should contact 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),

### For ASUS UX461UA/FA Model Notebooks:

- Only one key part may be replaced under the ADP per year.
- 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 ASUS UX363EA Model Notebooks:

- Three claims over the life of the notebook under the ADP.
- The total cumulative costs of the repair service shall not exceed the cost of \$2500.00.
- Should this be the case any repairs from this point will incur a repair fee and will no longer be covered under the ADP.

Key Parts Include: Screen, Motherboard, Processor, Hard Disk Drive and Memory.

For full repair information, please visit the Parent Portal.

### For HP Notebooks (Bentleigh East Campus):

- Please refer to existing contract for information



ICT Device Warranty Claim & Incident Report Form

- Use a black or blue pen and print clearly in BLOCK LETTERS.
• Print X in the appropriate boxes.
• All questions MUST be answered.

1 What is your name?

Surname or family name

Grid for entering surname

First given name

Grid for entering first given name

2 What is your username?

Grid for entering username

@stbedes.catholic.edu.au

3 What is your Homeroom/Tutor Group?

Homeroom/Tutor Group number

Grid for entering group number

Homeroom/Tutor Group teacher's initials

Grid for entering teacher's initials

4 When did the incident/failure occur?

Day Month Year Hour Minute

Grid for entering date and time

5 Where did the incident/failure occur?

Text box for location

6 List any witnesses to the incident/fault.

Witness 1

Surname or family name

Grid for entering witness 1 surname

First given name

Grid for entering witness 1 first name

Witness 2

Surname or family name

Grid for entering witness 2 surname

First given name

Grid for entering witness 2 first name

7 If you have filed a crime report with Victoria Police, please provide the LEDR/Incident Number.

If your device has not been lost or stolen, do not complete this question. If you do not know the Incident Number, you can leave this question blank.

Grid for entering incident number

If you have a copy of the Police Report, hand the report in with this form. DO NOT staple the report to this form.

8 Have you backed up all of your school work to an external destination?

Answer Yes if you store all of your data on Google Drive.

Yes No You must seek help from IT Support staff to ensure that all your school related data is backed up.

11 Student declaration

I declare that all the information on this form is a full and truthful account of the events and/or circumstances that led to the incident/failure of the ICT Device. I understand that my device may be wiped, and that St Bede's College will not be held responsible for data lost in the repair process. I will keep the loan device in my case at all times.

If a loan device is broken or damaged, an additional payment may be required up to an amount not exceeding \$300.

Student signature box

Date grid

Office Use Only

Ticket Number

RMA

Grid for ticket number

Grid for RMA

9 Provide a detailed account of events that led to the fault/damage.

You must complete this question thoroughly to ensure that your claim will be accepted.

Large text area for detailed account of events

10 Which part(s) on your laptop are damaged/faulty?

It is important that you complete this question to the best of your knowledge. Any parts not listed may not be repaired.

Text boxes for listing damaged parts

12 Parent/guardian declaration

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. I agree that I will pay the required excess, an amount not exceeding \$300, if the repair is not covered by the Manufacturer's Warranty and Accidental Damage protection.

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 the information overleaf for more information.

If a loan device is broken or damaged, an additional payment may be required up to an amount not exceeding \$300.

Parent/guardian name

Text box for parent/guardian name

Parent/guardian signature box

Date grid for parent/guardian