

**ST JOSEPH'S RC HIGH SCHOOL**  
**1:1 IPAD MOBILE LEARNING SCHEME**

**iPad Insurance and Warranty Claims**

If you have an iPad (purchased through the School's 1:1 Mobile Learning Scheme) which is damaged or faulty, please read the following important information:

**Insurance Claims for Damage**

If there has been an accident and the iPad is damaged, you will need to submit an Insurance Claim Form online. Please go to [www.cpu.co.uk/claim](http://www.cpu.co.uk/claim) Select > For Schools and Colleges on Mobile Learning Programme (apple equipment) and select "click here". This will take you to the Mobile Learning screen where you should press continue to register your claim. **When asked to enter your serial number, please place the letter S at the start of the number.**

Once you have submitted your claim, please return the iPad **in the protective case it was in when the damage occurred** to the iPad administrator, Jennifer Harris, in the Admin office at School. Any damaged iPads being submitted for an insurance claim should be brought into school during office opening hours only (10.00am –2.00pm). Please do not leave damaged or faulty iPads anywhere in the school for others to deliver to the office when it is open, as we can only take responsibility for devices that have been returned to the office administrator in person. These will all be logged and a duplicate receipt will be issued for **all** iPads received by the Admin Office. You will receive the top copy of the receipt for your records.

If the iPad is still in working order, please back up your data using iCloud or iTunes before sending it in to school. If the device is repaired or replaced, it is possible that work will be lost, so this is strongly advised.

For all claims, please ensure that Find My Ipad is disabled / tuned off. This can be accessed via settings>iCloud>Find My Ipad. Failure to disable/turn off, could delay the processing of your insurance claim.

## **Mobile Learning Scheme and Insurance Claims**

Our Mobile Learning Scheme includes insurance against accidental damage and theft. Please note that you are liable for a £50.00 excess payment for any second or subsequent claim for iPads. This will be recovered from parents in appropriate circumstances.

## **Warranty Claims**

If you believe your iPad is faulty, please return it to the iPad administrator at school. If the iPad is still in working order, please back up your data using iCloud or iTunes before sending it to school. If the device is repaired or replaced, it is possible that work will be lost if the device has not been backed up using iCloud or iTunes, so this is strongly advised. Any faulty iPads being submitted for an insurance claim should be left at the office during opening hours only. Please do not leave damaged or faulty iPads elsewhere in the school for others to deliver to the office when it is open, as we can only take responsibility for devices that have been returned to the office in person. These will all be logged and a duplicate receipt will be issued for **all** iPads received by the Admin Office.

For all claims, please ensure that Find My Ipad is disabled / tuned off. This can be accessed via settings>iCloud>Find My Ipad. Failure to disable/turn off, could delay the processing of your insurance claim.

If you have any queries, please e-mail [Jennifer.harris@newport.gov.uk](mailto:Jennifer.harris@newport.gov.uk) or ring on (01633) 653110 and ask for Jennifer Harris.

In the event that an iPad is stolen, the same on-line claims procedure outlined for damaged iPads should be followed. You should also make the Admin. Office aware of the circumstances around the theft e.g. the date, time and location of the theft, the serial number of your i-Pad, the crime reference number obtained from the Police etc.

## **Important Information about iPad chargers**

We would strongly recommend that iPads are not used whilst plugged into the mains to charge. This can cause unnecessary stress on the cable at the end where it plugs into the device, which can lead to overheating and subsequent breakage very quickly. Damaged cables can be dangerous and may also harm your iPad.

The insurance policy covers damage to the iPad, but it does not cover damage or wear and tear to cables. If your cable has no visible damage but is not working, it may be covered under the warranty as a faulty item. Please contact the iPad Administrator who will advise you on how to proceed. Please do not wait until the cable is broken into two parts, as this will be too late to make a claim under the warranty.

Please note that the School do **NOT** carry stocks of iPads or cables that can be borrowed whilst a claim is being made. You will be advised of an estimated return date for your repair/replacement when you submit your claim.

Any charger used in school **MUST** be PAT tested and have a sticker attached before it is used. This can be arranged via the Site Manager.

## **Travel Abroad - iPad Insurance Cover**

iPads purchased under the school scheme are covered by the insurance for travel abroad, both on school trips and personal holidays. Please note the following, which are also applicable in the UK:

- The device must be carried/packed in a protective case at all times whilst travelling and should be kept on your person whilst out in public, never left unattended.
- The insurance does not cover loss or disappearance.
- The insurance does not cover theft or damage due to attempted theft unless accompanied by evidence of forcible and violent entry to or exit from any location or other premises.
- The insurance does not cover theft or damage due to attempted theft whilst in any form of public transport or other public place unless the Property is taken by actual or threatened force.

In the event of an incident, a crime reference number must be obtained from the place where it happens, this must be done before you return to the UK. The insurance claim should be submitted as outlined above, along with any crime reference number on return to the UK. The iPad administrator should also be notified.

### **iPad Insurance and Warranty Claims during the School Holidays**

During the final two weeks of any school term, please be aware that if you return an iPad to school for a warranty or insurance claim, we are unable to guarantee that your device will be returned to you at school before the end of term. For claims already submitted before this time, we will endeavour to get these back before the last day, but cannot make any guarantees as the matter is out of the direct control of the School.

In the event of any warranty or insurance claims arising during school holidays, please note that the Admin office will not be open Monday to Friday as during term time, so the school is unable to accept any returned items or process claims as normal.

For insurance claims, you will need to log them on-line in the normal manner as outlined above [www.cpu.co.uk/claim](http://www.cpu.co.uk/claim) and complete a claim form.

Once you have submitted your claim, please return the iPad in the case that it was in when the damage occurred to the Admin Office at School. Please note that the office will only be open on a Wednesday each week between 10.00am and 2.00pm to collect, receipt and send off damaged iPads being submitted for an insurance claim. Please do not leave damaged or faulty iPads elsewhere in the school for others to pass on. The School can only take responsibility for devices that have been returned to the Office and a receipt provided.

If the iPad is still in working order please back up your data using iCloud or iTunes before sending it in to school. If the device is repaired or replaced you may lose all of your work.

## **iPad Insurance – Theft and Damage Cover Explained**

### Theft - Protecting your iPad

Theft is covered under the school's insurance when:

- there is evidence of forcible and violent entry to or exit from any Location or other premises, or
- when using any form of public transport or other public place and the Property is taken by actual or threatened force.

iPads are not covered in respect of theft if they are left unattended at any time, neither is an iPad covered if there is no explanation for its disappearance.

iPads are desirable items and attractive to thieves therefore it is important that you take sensible precautions every day as part of your routine.

Remember at all times not to allow thieves any opportunity to target your iPad. This includes keeping it on your person at all times when away from your property. Potential thieves will look in motor vehicles and specifically target vehicles that have highly desirable items on display. The doors of any vehicle need to be securely locked and all available security measures put into operation, with the iPad concealed in a locked boot or locked glove compartment whenever the vehicle is left unattended.

If you have any personal data on your iPad then we would strongly recommend that you have backed this up in another location. The school's insurance covers repair or replacement of your iPad but it cannot replace photographs or important documents. No responsibility or liability will be accepted for the loss of data and/or software stored on your iPad.

### **What do I do if my iPad is stolen or damaged?**

We appreciate that occasionally despite taking all necessary precautions theft or damage can occur. This is where a claim may need to be made under the insurance policy. Details of the claims procedure are detailed above.

In the event of theft, **you must report your theft to the police**. You will need to obtain a crime reference number and the details of the officer and station that you reported this to. Claims which are submitted without a crime reference number will not be accepted.

### **What will happen once I have submitted a claim?**

When your claim form has been submitted and sent off to the insurance company to validate your claim, the insurers may contact you or the school for further information.

If the claim is accepted, the insurer will arrange for your iPad to be replaced. This process usually will take no longer than 2 weeks in total (hopefully sooner), but the school has no control over the process so cannot make any guarantees. The iPad Administrator will be able to advise on claims progress.

## **Accidental Damage - What can be done to protect your iPad?**

There are many iPad cases available which are designed to offer different levels of protection for the device, depending on the owner and what they will be using the iPad. It is a condition of the school's insurance that the iPad is kept within a protective case at all times, even whilst in use. This case has been provided as part of the package. It is a general condition of the insurance that you take all reasonable steps are taken to prevent loss or damage.

### **DAMAGE THAT OCCURS WHILST THE IPAD IS NOT IN A PROTECTIVE CASE WILL NOT BE COVERED.**

Whilst wear and tear, chips and scratches are not covered as part of the School's insurance, we would recommend that the iPad is protected from the wear and tear which can occur from everyday use. The school's insurance will not cover cosmetic damage – it is solely to provide cover for damage that results in loss of use of the iPad.

Damage by cleaning is also not covered under the school's insurance; damage cause by cleaning processes or chemicals not recommended by Apple may invalidate the warranty. We would recommend that you refer to Apple's owner instructions for details on how to care for and clean your iPad.

## **Environmental**

There are also some environmental ways to care for your iPad:

- Keep the iPad out of heat above 95 degrees (Fahrenheit) for any extended period of time
- Keep the iPad out of cold below 32 degrees (Fahrenheit) for any extended period of time
- Keep it out of water or extremely humid locations
- Do not dry it with an external heat source – e.g. a hair dryer

Part of caring for an iPad is to make sure you do not insert anything into the port connections other than the intended peripherals. Jamming things into the port connectors could render it unusable (and void the warranty). Any claim due to damage caused by incorrect use of the port connections will not be covered.

## **Preventing Damage to iPads**

Students should always ensure that when carrying their iPad they are taking all necessary precautions to ensure that damage does not occur. For example many students will put their iPad in their bag. Therefore it is important that the student treats their bag with appropriate care due to the value and fragility of its contents. They should not throw, drop or kick their bag, as although the iPad is in its own protective case, this does not mean that the iPad will withstand damage as a result of these actions. Failure to take appropriate care and safeguard the iPad from damage is not covered under the school's insurance policy.

We realise that the ability to record film on an iPad is an important feature, however, this should always be supervised and we would not recommend students standing on chairs or tables whilst filming; any such resultant damage may be excluded.

## **Water or Liquid Damage**

Students should ensure that iPads are not used or kept in close proximity to liquids. For example whilst in use, the student should not have any drinks nearby that could be spilt and cause damage to the iPad. They should definitely not keep drinks in the same bag as their iPad.

## **iPads in bags**

Hard or sharp objects should not be kept within the same bag as an iPad. Even though the iPad is stored within a protective case, such objects if pressed against the iPad can potentially cause damage. This includes things like deodorant or soft drinks cans.

Please note that the school's insurance has a condition that states that all reasonable steps are taken to prevent damage. It also specifically excludes wilful neglect.

*THE INSURERS RESERVE THE RIGHT TO DECLINE ANY CLAIMS WHERE THEY FEEL THE DAMAGE IS A DIRECT RESULT OF THE IPAD NOT BEING LOOKED AFTER PROPERLY.*