



Western Primary School iPads at Home Repair Procedure and Terms and Conditions

Repair Terms and Conditions

Students in the school iPad scheme must submit their iPads for repair through the Office so that it can be repaired by an approved repairer. This is not a new-for-old replacement scheme. Should an iPad be uneconomical to repair or need replacing, a similar or older, used model will be issued.

The iPad **must not** be repaired through a third party, be removed from its protective case, be subjected to deliberate damage/vandalism or wilful neglect or exceed the allowed number of repairs.

Failure to adhere to these rules will mean that the student will be asked to leave the iPad scheme immediately and return the iPad to school. They will be issued with a school iPad which they will not be able to take home.

What is Covered?

The following repairs are covered under our Repair Service for school iPads only:

1. Accidental Damage*
2. Theft / Loss (where a crime number has been obtained).

* not all repairs are carried out at the standard repair rate. Please visit our [Repairs Procedure page](#) to see where a higher rate fee is payable.

What is Not Covered (Exclusions)?

The following are **not** covered under our Repair T&Cs:

1. Accessories (cases*, Apple Charging plugs/charging cables, earphones or stylus)
 - o * iPads returned for repair that do not have a suitable school iPad case to fully protect the iPad, will be provided with a replacement iPad case at the time of returning this to the student. This is charged as an **additional cost to any repair charge**, at the prevailing rate.
2. Loss **not** reported to the school office within 2 days of loss, unless this falls over a weekend or a holiday, in which case it **MUST** be reported on the next available school day.
3. Theft / Loss that has not been reported to the police and a crime number obtained.
4. Damage caused by any third-party repair.
5. Damage caused by connecting the iPad to any other computers or devices.

In addition, there are also common insurance exclusions. The major exclusions are:



1. Thefts from a vehicle where the item was not locked away from view, or a vehicle is left unlocked.
2. Theft or loss whilst the equipment has been left unattended in a public place (i.e. when not within your sight and control at all times).
3. Intentional damage or wilful neglect (this includes taking the iPad out of its case).

Repairs procedure

Currently, the school acts as the insurer and all repairs are subject to a mandatory prepayment of the repair fee at the prevailing rate (£50). You can only claim for 1 repair per year under the scheme; if you exceed this, you will be asked to leave the scheme.

Higher Repair Fees

Water damaged iPads are currently covered for repair but subject to a double standard repair charge at the prevailing rate (£100). If the iPad is stolen/lost, then a Police Crime reference number will be required along with full details, otherwise the iPad will be deemed as lost and charged for replacement at the cost of a new iPad and case.

School Repair procedure

Check our [Repair T&Cs page](#) to check that your repair issue is covered.

1. Complete a [Repair Claim Form](#) with as much detail as possible, including witnesses (especially in the case of where another student {not the iPad 'owner'} has caused the damage) as we will need to corroborate your version of events or the repair and charge will be allocated to you.
2. Make payment of the appropriate Repair Charge via Arbor School Shop.
3. Take the Repair Claim Form and iPad to the office. The iPad Administrator will check the explanation of how the damage occurred against the damage to the iPad. In the case of another student (not the iPad 'owner') causing the damage, the Key Stage leader will investigate and will report back to the iPad Administrator for a final decision. To prevent any delay, please pay the repair fee and, if it is discovered that another student was responsible, it will be refunded back to you.
4. For a lost or stolen iPad, complete a Repair Claim Form and ensure it contains the police crime reference number. Pay the iPad lost and stolen fee on Arbor School Shop.
5. **No loan iPad is issued except where the iPad is sent off for repair.**



Repair Warranty

The School will photograph all iPads before sending them off for repair. We will inspect all iPads on return from the repairers to ensure a satisfactory repair has been carried out, before returning it to the student. It is therefore rare that a faulty repair is carried out.

However, we ask Parents/Carers to visually check the iPad on the day of return but ask you not to remove the iPad from its case as this may invalidate any claim under the Repair Warranty.

If you have any concerns about your repair, please inform the iPad Administrator as soon as possible via office@wes.rklt.co.uk and ask your child to take the iPad to the office the following school day. Any delay may incur further charges (see below).

In the case of dispute, the iPad Administrator will check all photographs and repair history and make a decision. This decision is final unless compelling evidence can be provided to the contrary.

Unfortunately, if you delay reporting a problem with your repair and the school are charged for it, it will be treated as a separate incident of damage and we will have to pass this on by way of a repair charge. Please assist the team by raising any issues, however small, with the iPad Administrator as soon as possible.