

Warranty/Apple Care+ Claim

These procedures will be followed for a **warranty/Apple Care+ claim**.

Teachers and Students are responsible for reporting repair (warranty/Apple Care+ claim) requests to the building computer technician or Apple Care Representative. When a student makes a warranty or insurance claim, these procedures will be followed:

- The computer technician will record the following (on the District's official TaTrack Work Order Repair Cite) before completing any work on the MacBook or iPad:
 - Student Name
 - Date of visit
 - Time of visit
 - Description of Issue/Repair
 - Type of claim: warranty or Apple Care+
- **Repairs** – For all repairs, the computer technician will order the part(s) and notify the Technology Department helpdesk. The device parts will be sent to the attention of the Technology Helpdesk, 13192 Highway 18 West, Raymond, MS 39154.
- **Apple Care +** – For Apple Care+ claims, the computer technician will assess all damage, take photographs indicating damage on the MacBook and ask the teacher or student to initial the damage, confirming the accuracy of the damage assessment. The computer technician or Apple Care Representative will send photographs, with sign-off, to the Technology Department.
- Upon receipt of documentation, the Technology Department will notify families by certified letter of the Apple Care+ claim, including the actual invoiced cost of the repair and the amount of any deductible owed. Included with the letter will be copies of the photographs with student explanation and initials.
- All MacBooks and iPads are issued and collected from the Technology office.
- **For uncollected insurance claim/premium costs:** Including the original notification via US mail, families will receive a minimum of three written notifications pertaining to any outstanding financial obligation. After the final notification, parents will be turned over to the Chief Financial Officer. After all these measures have been exhausted and the obligation is still not met or a plan for payment has not been agreed upon, the District will attempt to secure resolution through a collection agency. In addition to the initial repair cost, families will be responsible for collection costs.