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Description automatically generated1:1 Device Repair Policy and Procedure Template

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[This document is intended as a template to help communicate a School or District 1:1 device repair, theft, and loss policy. Text, headings, and logos should be edited and replaced accordingly]

[Chromebooks, iPads, Windows Laptops] are allocated to students within XXXX based on the following criteria. Grades XXXXX will receive a XXXXX device of model XXXXX. Devices are funded by XXXXX. If a replacement device or repair is required, the following will apply:

# Repair

[1:1 devices that are broken or fail to work correctly must be taken to XXXX / Repair requests for 1:1 devices must be submitted online at XXXX].

Devices will be inspected, if a repair is deemed necessary, a [replacement/loaner] device will be issued.

Devices are covered by an extended accidental damage warranty. Whilst students are expected to treat their devices with an abundance of care, in cases of accidental damage, the [school/district] will manage any warranty claims.

If the inspection determines a device is intentionally damaged a replacement fee of $200.00 - $500.00 will be applicable.

# Loss / Theft

If the loss or suspected theft occurs outside of the school, it must be registered with the police in the first instance.

Lost or stolen devices must be immediately reported to the [school/district] online at XXXX

Lost or stolen devices will be disabled rendering the device useless. Devices which are subsequently found must be returned to XXXX for inspection and reactivation.

Devices which are not found within 28 days will be considered unrecoverable and a replacement fee of $200.00 - $500.00 will be applicable. Dependant on circumstances, device insurance may allow families to recover this fee.

$30 fee applies to lost charges and cases.

# Return Check-in

If a 1:1 device is not returned during year-end check-in or on transferring out of [school/district] a replacement fee of $200.00 - $500.00 will be applicable. Such devices will also be disabled rendering the device useless.