

## Denbigh High School's Repair and Replacement Scheme

### Overview

Included in The Agreement is the provision by Denbigh High School of this Insurance Scheme for accidental notebook damage. The school will perform repairs in house where possible. Although this will allow us to deal with a higher rate of damage on site and will enable us to be more flexible and understanding, there will of course be occasions where the notebook will need to be sent away for repair in line with the manufacturer's warranty. This Repair and Replacement Scheme is designed to be more inclusive and forgiving than an external insurance scheme, but we must still set limits and as such will not perform a free repair or replacement in cases of deliberate, wilful or persistent neglect or mistreatment. We will also not perform a free repair or replacement should the unit be damaged whilst being improperly used or transported. There are some specific examples of situations where we will refuse claims on this basis in the "Specific Exceptions" section below. The cost of these repairs will therefore be fully chargeable.

The school will provide replacements for lost or stolen equipment only in situations where the measures below have been adhered to. As the provider of the scheme the school will make the final decision on any individual case. In the interest of expedience most repairs or replacements will be assessed by members of the network support team overseen by the ICT Systems Manager. Should you be unhappy with their decision appeals can be made, initially to a member of senior management (Headteacher and Assistant Headteachers) and finally to the board of Governors. The school will endeavour to provide a suitable alternative wherever possible. Where charges are incurred they will be at cost.

Any disciplinary or safety issues raised will invalidate the provision of this scheme.

### Specific Exceptions

- The school will not be liable for any damage as a result of any intrusion into the internal workings of the notebook and the removal of any labels will be a disciplinary matter
- The scheme only covers the physical unit. It does not protect your data or any school work that should be stored on the school systems or the Virtual Learning Environment. Any personal data is not supported or protected by the school
- As the power supply will not need to leave home it is not covered as part of this insurance scheme. It is covered under warranty in case of failure
- When more than 3 claims are made in one school year. Claims where the cost of repair is below £10 or covered under warranty are not considered in this exception
- When more than 5 claims are made over the entire agreement period. Claims where cost of repair is below £10 or covered under warranty are not considered in this exception
- When the cost of replacement parts over the three years exceeds twice the purchase price of the unit
- Where damage has occurred as a result of the notebook not being transported in the protective case provided
- Where the notebook has been used inappropriately

### Advice and Guidance of 'Proper Use' of Notebook

This section covers what Denbigh High School deems 'proper use' as well as describing the recommended security and damage prevention techniques we expect students to adhere to at all times. Failure to do so will invalidate this scheme.

### Preventing Damage

You must ensure that:

- The lid is closed at all times when not in use
- In public areas such as school corridors or on buses, the notebook is in the carry case provided by the school
- It is never lifted by the screen
- It is not transported in a bag that is not designed for that purpose unless it is already in the carry case provided. It must never be swung about
- You take great care when packing or unpacking the notebook as this is a common time for accidents to occur
- It is placed battery first into the carry case as this is the widest part. Damage to the notebook can occur if the zip catches around the hinges
- It is not carried by the battery or the battery removed, unless under specific instruction from the network team
- Only the notebook is placed into the carry case. Any other items must be carried separately to prevent cracking or other damage to the screen and casing
- Food, drink or other liquid containers, even if sealed, are never placed in the same general area as the notebook. Do

not eat or drink whilst using the notebook

- Pens or other small items are not placed on the keyboard or top cover of the notebook. If left there this will cause serious damage when you close the lid
- You only use the notebook on a flat, even and hard surface. Most damage occurs when soft materials obstruct the air vents on the notebook and most drops occur when the notebook is used in a precarious position
- You always close the lid of the notebook when you are not using it, even if it's only for a few minutes. Never leave the notebook on the floor
- You are aware of the potential threat pets can pose. Cats are notorious for pushing things from their favourite spots and dogs are a general menace for anything not put away safely!
- When the notebook is plugged in the cable is not a trip hazard as this could cause damage to the notebook as well as an unsuspecting passer-by
- The notebook is never left near or on top of a strong heat source such as a radiator
- The notebook is never left in a cold area overnight such as an unheated conservatory or utility area

### Preventing Theft

Please ensure that:

- You never leave the notebook on display. Always keep it away from windows and do not leave it in the car. Always lock it away whenever possible
- When travelling on public transport it is with you at all times. Never leave it in baggage compartments
- You never leave the notebook in the car overnight
- If it is not possible to have the notebook with you, it must be securely locked away. Whilst in school the notebook should be stored in the secure areas provided
- You take full responsibility of your notebook and that any concerns over security are raised with staff immediately

### Confirmation

To confirm your submission into the scheme and acceptance of the terms laid down in this document, please fill in your details in block capitals and sign below.

By signing this agreement you confirm that both you and your child understand the terms laid within.

Students Full Name:	_____
Tutor Group:	_____
Signed:	_____
Date:	_____

Parent/Carer Full Name:	_____
Signed:	_____
Date:	_____