



Accidental Damage Claim - 1-to-1 Technology Program Year 7-9 2016

Dear Parents/Caregivers of _____,

This letter is to inform you that your child has visited the ICT Helpdesk on _____ with damage to their Choose Your Own device. We have created a ticket in our service queue for this incident. Tick: _____.

The damage we have been able to immediately identify includes:

- | | | | |
|----------------------------------|--------------------------|-------------------------------|--------------------------|
| Cracked LCD Screen | <input type="checkbox"/> | Top cover cracked or dented | <input type="checkbox"/> |
| Keyboard damaged | <input type="checkbox"/> | Liquid spilled through device | <input type="checkbox"/> |
| Base enclosure cracked or dented | <input type="checkbox"/> | Other: _____ | <input type="checkbox"/> |

Under the terms of the ADP insurance purchased with the devices offered in the 2016 round of Choose Your Own Device, the first incident in a calendar year is covered with no excess being charged. The device vendor will make the final determination around coverage under the Accidental Damage Protection (ADP) insurance, but the school will be logging your child's device with the vendor with the belief the cost of repairs will be covered by the ADP insurance.

Please note the ADP insurance will not cover the repair costs of any further accidental damage in this calendar year.

ICT Services Team
Kenmore State High School

Parent acknowledgement (please return to ICT Helpdesk):

I _____ acknowledge I have been made aware that my student _____ has used their no-excess ADP claim for the 2016 calendar year.

Signed: _____ Date: _____

Please note: The return of this acknowledgement is required before a 'hotswap' device will be issued.