

Pymble Ladies' College

Laptop Protection Tips

Each claim for damage or loss will be judged by the supplier on the circumstances in which it occurred. It is important that students responsible for the laptop take due care at all times.

Please note: The Supplier and Police may require personal information of the student in the case of a claim.

The following are examples of claims that may be accepted under Pymble Ladies' College Laptop Protection programme, where it can be shown that the student responsible for the laptop was taking due care.

Accidental Damage

- ✓ Laptop stepped on by another student.
- ✓ Fell out of locker damaging screen when in carry bag.
- ✓ Fell off desk at school (cover will apply at home as well).
- ✓ Accidental damage due to another student kicked school bag with laptop inside.
- ✓ Ball hit bag, which damaged the laptop.
- ✓ Laptop damaged when a student accidentally fell on the bag.
- ✓ A drink accidentally spilt on the laptop.



Students are advised to carry their laptop in its bag at all times.

Theft

- ✓ Locked school locker broken into and laptop stolen.
- ✓ Laptop stolen from a secured classroom
- ✓ Burglary at home where thief stole laptop.
- ✓ Laptop stolen from a locked car where laptop is not visible.



Students are asked not to leave their laptop at school over the weekend or during holiday time.

Vandalism

- ✓ Thieves broke into school and smashed laptop.



Overseas Travel

- ✓ Laptops are covered for overseas travel for less than 28 days, provided it is taken as carry on luggage.

The following are examples of claims that are NOT covered by this Laptop Protection programme under any circumstances: -

- ✗ Theft from an unlocked and unattended vehicle.
- ✗ Theft from a locked vehicle when the laptop was left visible.
- ✗ Theft while left unattended and out of view by student. This includes leaving the laptop outside a shop, on a school sport field, school bus shelter/train station, or unattended in a classroom outside of normal school hours.
- ✗ Theft when left behind on a train or bus while travelling
- ✗ Laptop not working properly but there is no sign of physical damage as this would normally be a warranty issue.
- ✗ Laptop placed in baggage in the hold of an aeroplane – laptops must accompany you in the plane as carry on luggage.
- ✗ Scratching of the casing and/or bruising of the screen, wear and tear of any part, corrosion or gradual deterioration is not covered by the Laptop Protection programme. Care should be taken to avoid these types of damages. The cause of damage must be as a result of a single incident e.g. dropped out of locker.
- ✗ Theft or loss of ac adaptor, power or network cords are not generally claimed, as the replacement cost is less than the excess.

Parents will be informed in the case where a claim has to be made and the excess will be charged to their account. Where a claim is rejected by the Laptop Protection programme the full cost of repair or replacement will be charged to your school account.