



Coomera Springs State School - 1:1 iPad Program

– Parent iPad Insurance Guide

Check your iPads AppleCare+ Insurance Cover Status

- Parents can confirm the status of their iPads AppleCare insurance cover at anytime by entering the iPads Serial Number at the website below:

Please keep any shown AppleCare expiry dates written down for your own reference.

<https://checkcoverage.apple.com/au/en/>

- **Note:** if the above link doesn't open correctly, please Copy the link and paste it in a different web browser (e.g Safari, Google Chrome, FireFox)

- Or alternatively, you can simply type "*Check Applecare*" in Google to reach the above website.

-If no AppleCare cover is present, it means your iPads AppleCare insurance has expired

Check your iPads CompNow Tablet Insurance Cover Status (if applicable)

- For those families who purchased the optional 3yr CompNow Tablet Insurance cover for their iPad purchase, you may check your remaining cover status via the website below:

<https://www.compnow.com.au/customer-dashboard/>

- Simply click "*Make an Insurance Claim*" and type your iPad serial number
- If no insurance cover is present **BUT** you did purchase the 3yr CompNow insurance with your iPad Bundle, please email your classroom teacher. Your classroom teacher will forward your request to the school's I.T. department, who will in turn, investigate this and assist with rectifying any discrepancy.
- Also please note, if it has been 3 years since your date of purchase – your insurance cover will have expired.

How to find your iPad Serial Number

1. On your iPad - Go to Settings App > click the General tab > click the About tab.
2. Look for your device's Serial Number.
3. Make note of the number.



Parent 1:1 iPads – Warranty/Accidental Damage Process:

The school can assist families who have **active** AppleCare insurance AND/OR active CompNow Tablet insurance, if accidental damage or warranty issues are present on the students iPad.

If you have checked your insurance status AND you would like the school to assist with lodging a claim; simply notify your classroom teacher regarding any accidental damage or hardware faults present on your iPad.

The classroom teacher will forward your request to the School's I.T. Department.

The School's I.T. Department will then investigate your claim and will contact you.

If your iPad is covered under AppleCare OR CompNow tablet insurance, the school will advise you on the cost of replacement, timeframes and back up procedure. The school may also communicate to you to Sign out of iCloud prior to claim lodgement (if applicable).

No claims can be submitted if iCloud is signed in to a parents Apple ID. iCloud must be Signed out first – this must be done by the parent/owner of the Apple ID.

For parents reference - the school utilises CompNow (Apple Authorised Reseller) as our main handler for AppleCare insurance claims.

The school simply acts as a lodgement centre and delivery point for your claim. The school does not receive payments for lodged insurance claims. Any lodged claims will be invoiced to the parent directly (via email) from CompNow who handles the actual claim and replacement of iPads.

The school makes no money by offering this service to families. All financial transactions are between you and CompNow (vendor).

Accidental Insurance Cost transparency – school lodged AppleCare claims will cost parents (Apple's Service fee – subject to \$65 and the CompNow's Courier fee – including delivery from the school and return delivery to the school of iPad - \$19) = \$84 total will be invoiced to you from CompNow for a new iPad.

CompNow insurance claims cost – parents will simply pay the insurance excess as highlighted in the insurance policy (\$100 + \$19 courier fee) = \$119 total will be invoiced to you from CompNow for a new iPad.



For iPads covered under AppleCare insurance – a total of 2 claims can be made over the 2 year period of cover. This is an Apple policy, not CompNow or the Schools. Please refer to the below Apple website for reference <https://www.apple.com/au/support/products/ipad.html> Your AppleCare insurance cover starts from date of purchase. The insurance window is present for 2 years from date of purchase.

Parent 1:1 iPads – Warranty/Accidental Damage Process (Continued)

1. Parents also have the option to directly take their iPads into to an Apple Store (located at Robina or Carindale). Please remember to check your AppleCare status before making the journey. Refer to information earlier in this document which highlights this process.
2. If your iPad serial number is covered under AppleCare insurance, Apple will be more than happy to process your claim and replace the iPad in store.
3. Again, they will charge you the \$65 Apple Service fee for the new iPad.

Please Note:

Any new iPad received or processed through AppleCare/CompNow insurance, MUST be delivered to the School's I.T. Department. The new iPad will be enrolled back into the School's iPad Management System so our School apps to be redeployed to the device. If applicable, any "Home" apps can be reinstalled for free via the App Store using the Apple ID previously associated to the original iPad. This process can be done when the new iPad returns home with the student.

If you have any doubts, please email your child's teacher. The classroom teacher will forward your correspondence to the school's I.T. Department.