



# MICROSOFT EXTENDED HARDWARE SERVICE PLAN WITH ADP

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Your Microsoft Surface Tablet and detachable keyboard is covered with Warranty and Accidental Damage Coverage for the 3 years you have the device. If a student's device is damaged, they will need to see the College ICT Department, who will log a job for Microsoft to swap out the tablet with a refurbished unit.

You are covered for a maximum of *two accidental damage claims* and *unlimited warranty claims* during the *3 year life of the device*. There will be a replacement cost for your device if you have made 2 prior Accidental Damage Protection Claims.

Microsoft's warranty covers only those defects that arise as a result of normal use of the product and does not cover any other problems, including those that arise as a result of: (i) improper maintenance or modification; (ii) software, media, parts or supplies not provided or supported by Microsoft; (iii) operation outside the product's specifications; or (iv) unauthorized modification or misuse.

Warranty Covers:

- Faulty or failed components
- Tablet doesn't turn on or charge
- Faults due to standard wear and tear

Students are responsible for backing up all data on their devices, this is not covered by Microsoft or the College. If a student requires any assistance in backing up, how to and where to, they can see the College ICT Department for assistance.

## What is ADP (Accidently Damage Protection) & what is covered by Microsoft at Rosebank College

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Accidental Damage Protection is a Service purchased with the device which covers physical damage to the device following a sudden and unforeseen accident which affects the functionality of your Device. Accidental Damage Protection covers non-intentional liquid spills on the unit, drops, falls, collisions and electrical surges as well as damaged or broken LCD displays. It does not cover theft, loss, normal wear and tear, consumables and intentional acts of damage. The following page explains in more details what is and is not covered.

The Device is covered for 3 years under Accidental Damage Protection (ADP) and has a *limit* of 2 claims or 2 accidents in the 3 year life of the device, as stated in the Microsoft Commercial EHS & AD Terms and Conditions - 031114.

# Accidental Damage Protection Coverage at Rosebank College

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## Covered under ADP

- Non-intentional liquid spills in or on the unit, drops, falls, collisions, and electrical surge. e.g. tablet is accidentally knocked off a desk.
- Damaged or broken LCD or broken parts impairing the performance or operation of the unit. e.g. tablet fell, and cracked the LCD Screen and you can no longer see the screen.
- Specific damage (not due to normal wear and tear) – for example a crack or hole in the outer case of the Laptop that fully penetrates the plastic/outer case and/or exposes any wires or circuits.

## Not Covered under ADP:

- Theft (Covered Under College Insurance), fraud, unexplained or mysterious disappearance, misuse, abuse or wilful act
- Damages to hardware that does not have a valid warranty or Microsoft Accidental Damage Protect (ADP) Care Pack on the object of service. (All Rosebank tablets have enough coverage for the duration of assignment).
- Damage due to exposure to hazard, including bio-hazardous materials (blood, urine, vomit; human or animal)
- Damage caused by an unauthorised technician (not including the Technicians at the College) or use of damaged or defective media. (Students are not to open the laptop and attempt any repairs or take it to a third party repair service)
- Normal wear or cosmetic damage, damage that does not affect the operation of the unit
- Consumable items such as the external keyboard, removable media, Tablet PC pens.
- Fire, Flood, Hazards, Vehicle accident, terrorist, or War/Nuclear/Police Incidents
- Unauthorized alteration or modification of product in any way.
- Manufacturing Defects, this is covered under Warranty.

There are no costs for labour included in any these fines and replacement items. This is covered by the College's agreement with Microsoft. For other information about IT at the College, see the Parent FAQ or contact the College.