

## Middle School (6-8) Chromebook Repair Policy

### If a Chromebook is damaged...

- Students must bring damaged Chromebooks to Ms. Luce to make an assessment of damage. They will be asked to fill out a form to record the problem.
- Repairs will be made as soon as reasonably possible, which is dependent on the insurance company completing the repairs.
- The student will be provided with a “loaner” Chromebook for the duration of the time that theirs is being repaired, as long as we have one available. Students are never permitted to bring in a Chromebook from home or a non-school issued Chromebook.
- Chargers and cases are not covered by warranty. FACTS account will be charged \$30 to replace a missing or damaged case, \$28 to replace a charger, and \$25 to replace the CTT decal on the Chromebook if damaged. Decals are not easily damaged.
- According to the below schedule, students and parents will be charged for Chromebook damage. This accounts for shipping, processing, and the time for our IT Staff to assess the repairs and communicate with the necessary companies. If the Chromebook’s damage is due to malicious use of hardware or software, the full cost of the Chromebook or repair will be charged.
- FACTS accounts will be charged on the 20th day of the month when the repaired Chromebook has been returned to the student.

### Schedule of Repair/Replacement Fees

Each claim that a student files is cumulative over their entire career at CTTCS. It is possible that a student may not have a claim to make during their entire career at CTTCS. If a student makes Claim #1 in 6th grade, that would be Claim #1; if that same student does not make a claim again until 8th grade, that would be Claim #2. Claim tracking is effective beginning when the student receives their Chromebook.

1. Claim #1 - \$0
2. Claim #2 - \$30
3. Claim #3 - \$60
4. Claim #4 - \$120
5. Claim #5 - \$150
6. Claim #6 - Chromebook will be replaced at full cost to student/parent
7. Complete Loss/Damage - Chromebook will be replaced at full cost to student/parent 8.  
Screen damage - \$50 - plus the claim fee

Not covered: screen damage; dishonest, fraudulent, malicious or criminal behavior; any acts against the Diocese of Wilmington Acceptable Use Policy; installing software/apps/extensions not approved by the school administration or IT staff; disappearance of device not reported to law enforcement and/or school authorities; replacement of a Chromebook with a non-school issued Chromebook.

Careless and reckless care for the Chromebooks in which the students show no respect or regard for the device are not covered. The fees for these will be assessed by the school administration.