

Tampa Catholic High School iPad Repair Information
iPad Insurance Information/Fees
2019-20

All damaged school-issued iPads still under warranty must be taken to an authorized Apple repair center (Apple Store) OR use the following website link to process an Apple Care repair via mail: <https://getsupport.apple.com/>. Typically, Apple will provide you with a replacement iPad on the spot, after paying the required deductible. You should bring the replacement iPad immediately to the Tampa Catholic IT Office to have it added to the management system so that the school apps are available on the device.

***IMPORTANT – Before you take the damaged device to the Apple Store**

* Due to our third-party mobile device management platform configuration, your replacement iPad will not be restored from an iCloud backup. Therefore, it is extremely important that you save all of your data files from Notability, Pages, Keynote, Word, (others) to your Google Drive **before** taking the damaged device to the Apple Store. Stop by the Tampa Catholic IT Office if you need assistance with saving to Google Drive.

CO2023 and transferring students with iPad 6th Generation

- Apple Care for three years (theft and loss are not covered)
- (2) Accidental damage claims over three-year policy (\$50 deductible plus tax)
- Required to take iPad to Apple Store or certified Apple repair center
- Bring replacement iPad to the IT Office so that it can be joined to the school's management system.

Returning CO2022

- Apple Care for two more years (theft and loss are not covered)
- (2) Accidental damage claims over three-year policy (\$50 deductible plus tax)
- Required to take iPad to Apple Store or certified Apple repair center
- Bring replacement iPad to the IT Office so that it can be joined to the school's management system.

Returning CO2021

- Apple Care for one year (theft and loss are not covered)
- (2) Accidental damage claims over three-year policy (\$50 deductible plus tax)
- Required to take iPad to Apple Store or certified Apple repair center.
- Bring replacement iPad to the IT Office so that it can be joined to the school's management system.

Returning CO2020

- iPads are no longer insured. Parents are encouraged to purchase a one-year insurance policy.
- Broken iPad costs are responsibility of parent/student. iPad repair option choice left to discretion of parents/student.
- Bring replacement iPad to the IT Office so that it can be joined to the school's management system.
- iPads to be gifted to seniors upon graduation.

Additional costs:

-New Protective Case: \$25 - \$40

-iPad Charging Block: \$20

-iPad Lightning Cable: \$20

-Complete Charging System: \$40

-Replacement cost for lost/stolen/non-repairable iPad contingent upon the number of days student has been enrolled at Tampa Catholic. The exact payoff amount would be provided at the time device issue is reported to school.

Programming fee: \$25