

Tampa Catholic High School iPad Repair Information
iPad Insurance Information/Fees
2020-21

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 I.T. Office to have it added to the management system so that the school apps are available on the device.

***Effective October 2020, you must contact the Tampa Catholic I.T. Department prior to taking/sending your device in for repair so that the management profile can be disabled.**

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

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

CO2024 and transferring students with iPad 7th Generation

- Apple Care for four years through June 2024. 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 I.T. Office so that it can be joined to the school's management system

Returning CO2023

- Apple Care for two more years through June 2022. 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 I.T. Office so that it can be joined to the school's management system

Returning CO2022

- Apple Care for one more year through June 2021. 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 I.T. Office so that it can be joined to the school's management system

Returning CO2021

- Apple Care coverage has expired. The school recommends purchasing a one-year iPad repair policy through Apple or another third-party company
- Student is responsible for entire cost of repair
- Bring replacement iPad to the I.T. Office so that it can be joined to the school's management system
- Ownership of iPad will be transferred to student upon graduating

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