



**Saint Ignatius College Prep
Managed iPad Program
Damage and Repair Policy**
Version 1.0 - 9/1/2024

This policy applies to students who are part of the Managed iPad Program in the classes of 2028 and later.

Expectations: Students are expected to use the iPad and accessories for their educational tasks and shall take responsible care to keep the equipment in good working order. In the event of a need for repairs, the following applies:

Coverage: The following items are covered under the school's damage and repair agreement but are subject to technology service fees:

- iPad Device
- iPad Keyboard Case

Note: Accessories including the stylus, writing tips, iPad charger and iPad charging cable are not covered for repair. Students must replace these accessories at their own expense.

Service Fees: The student's tuition account will be charged a technology service fee for repairs according to the schedule below:

Incident	iPad	Keyboard Case
First Incident:	\$0	\$0
Second Incident:	\$100	\$50
Third and Subsequent Incidents:	\$250	\$100

Loss/Theft: If your student loses their iPad or if the device is stolen, the student's tuition account will be charged for the full cost to replace the iPad and all required accessories.

Replacement and Loaner Devices: Students will be assigned a replacement device from the school's help desk when devices are damaged and need to be sent out for repair. Loaner iPads are not assigned when students forget their iPads or do not have them charged.

Help Desk: Students should report equipment issues in person to the school's help desk which is open on school days from 7:30 AM - 3:30 PM. The help desk is located at the north end of the Beigel Resource Center on the fourth floor of the Driehaus Building.

Apple Support: Students may contact Apple Support for general usability questions and hardware troubleshooting by calling Apple at 866-902-7144 (8am - 8 pm central, 7 days/week).

This policy is subject to change.