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# TOTALCARE

iPad protection plan

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TotalCare is a comprehensive service agreement with your school, college or academy that protects your iPad in the event of accidental damage, theft or malfunction.

**Cover provided**

Your Apple device is covered against manufacturing defect (extended warranty), accidental damage and theft. Service requests are made online by TotalCare administrators. We collect and return devices to your school, college or academy.

**Extended Warranty**

Occasionally devices malfunction, even when there are no visual signs of damage. We include an extended and upgraded warranty service.

**Accidental Damage**

We all have accidents. TotalCare is designed specifically to protect you against damage caused by accidental drops or liquid ingress.

**Theft**

The device must be stolen from a locked property or vehicle. Should your device be stolen, we will quickly provide a new replacement for you. We extend cover to include incidents of mugging, so there is no question of fighting off any threat of violence. Theft and mugging incidents must be reported to the school, college or academy as well as the Police.

**Limitations**

TotalCare limits the number of accidental damage incidents made by a single user to three. Including up to one incident of theft.

**Loss**

You are not covered for loss as a result of leaving your iPad unattended.

### **Looking after your iPad**

You must take reasonable care of the iPad. You will have been provided an approved case as part of a student iPad package. You must keep your iPad in this approved case at all times. You must not leave your iPad unattended. You may store and carry your iPad in a bag or backpack. Do not store your iPad alongside items that may damage it. Do not sit on your bag or backpack or use it as a goalpost. Negligent use, storage or transport of your iPad is not acceptable.

### **Find-my-iPhone**

iPad features **Find-my-iPhone**, an iOS security system that enables you to track your iPad location. You must keep **Find-my-iPhone** on at all times. **Find-my-iPhone** should only be deactivated at the point you hand back a damaged iPad.

### **How do I report a problem**

You will need to contact the TotalCare administrator at your education establishment. They appoint TotalCare administrators to oversee and help you with all service requests. It is common for them to ask parents to report or clarify problems using an online form. It is important that the full details of any incident and witnesses are included. Damaged devices need to be handed back to a TotalCare administrator. Service evaluations can only start once the device is collected by TotalCare.

### **Service**

TotalCare evaluates all claims quickly and carefully. All devices are transported to and from our service center using secure hard plastic boxes. Qualified technicians assess all damage, defect and malfunction. The decision to replace or repair an iPad is subject to the nature and extent of the damage.

### **What's covered.**

- iPad
- iPad mains charger

### **What's not covered.**

- iPad case
- Lightning USB charge cable.
- Headphones

