

Hello parents,

In an effort to improve our Chromebook protection program for the 2019-20 school year, the District will offer you two options for student Chromebook insurance - “Always-on” insurance or “Standard” insurance. There is no reason to purchase both.

Always-on Insurance

Always-on insurance is \$25 and is bundled with a district-approved, “always-on” Chromebook case. Always-on Insurance coverage does not need to be purchased each school year. As long as the case is maintained in good, serviceable condition and the guidelines below are followed, the Chromebook is insured against unlimited accidents year after year, and they have a limited lifetime warranty against manufacturer defects.

Guidelines:

- Never remove the Chromebook from the case.
- Never put anything but the Chromebook in the case. Even small objects such as pencils and earbuds can create pressure points, breaking the screen and leaving behind clearly identifiable markings.
- Always maintain the case in good, serviceable condition (the handle is secure, the zipper is fully functional, the case does not have imperfections in the material over ½ inch, stitching and seams are not frayed or torn, and the internal straps are fully functional). **The school district or designee will make all determinations of whether the case is in good, serviceable condition.*
- Always have the case zipped closed when transporting, such as when changing classes and traveling to or from school.

What is NOT covered:

- Damages that result from failing to follow the above guidelines will be considered as negligence and are NOT covered.*
- Lost or stolen Chromebooks are NOT covered.
- Intentional damages are NOT covered.*
- The Chromebook charger is NOT covered against accidental damage. The charger is, however, covered for manufacturer defects for the life of the Chromebook.

**The school district or designee will make all determinations of damage due to negligence or intentional damage.*

Standard Insurance

Standard insurance must be purchased each year. The cost is \$25 for the duration of the school year and covers only one accident of any type per school year. After an accidental damage claim has been made, the Standard insurance coverage may be repurchased for \$75. The

Standard insurance program is limited to two accidents per school year. After two accidents, students will **NOT** be eligible to purchase either additional Standard or Always-on insurance coverage during that same school year.

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- Intentional damages are NOT covered.*
- Lost or stolen Chromebooks are NOT covered.
- The Chromebook charger is NOT covered against accidental damage. The charger is, however, covered for manufacturer defects for the life of the Chromebook.

**The school district or designee will make all determinations of damage due to negligence or intentional damage.*

Additional program details

The following details apply to both the Standard and Always-on insurance programs.

What are the costs for damages that aren't covered?

The cost of damages not covered by either insurance program will be assessed to the student's obligations account at a cost of \$100 per component up to a cumulative total replacement value of \$350. Examples; screen replacement-\$100, keyboard/trackpad replacement-\$100, motherboard and/or its components-\$100, case or bezel replacement-\$100. Total loss replacement-\$350. Chromebook charger replacement due to loss or damage-\$30.

When does coverage begin?

Coverage begins when insurance is purchased. Students **MUST** have their school-issued Chromebook with them to when the case is issued. This is to verify that the Chromebook is damage free.

How to purchase

Parents may purchase online ~ <https://wjhsd.revtrak.net/>. Payment can be made using a credit card, debit card, or personal check. You will need the Skyward OTHER ID of the student(s) that you are purchasing for. Most students have their 5 digit OTHER ID memorized as they use it as their lunch number to make purchases in the cafeteria.

You can also locate your student's Skyward Other ID in the Student Info tab of your Skyward Family Access account, or the Profile section of Student Information if you are using the Skyward Mobile Access app on your smartphone. If you have not activated your Skyward Family Access account, please contact your student's school office.

Frequently Asked Questions:

Q: How many accidents are covered?

Standard insurance covers one accident of any type per school year. After an accidental damage claim has been made, you have the option to repurchase Standard insurance coverage a second time during the same school year for \$75. The Standard insurance program caps at two accidents per school year after which you cannot purchase additional Standard or Always-on insurance coverage during that school year.

Always-on insurance covers unlimited accidents year after year as long as the case is maintained in good, serviceable condition and the program guidelines below are followed.

Q: Does any insurance type cover a lost or stolen Chromebook?

No. Loss or theft is not covered in order to keep the purchase costs down.

Q: Do I need to purchase insurance each year?

Standard insurance is paid each school year.

Always-on insurance is not paid each school year. The Chromebook is insured against accidents as long as the case is maintained in good working condition and the program guidelines are followed. With normal use, the case can last for several years. Ultimately, the useful life of the case is determined by your student.

Q: Can I purchase a case elsewhere for the Always-on insurance?

No. The case has been specifically selected by the school district.

Q: Can I buy a case from a graduating student or use one that's given to me for the Always-on insurance?

No. All Chromebook case purchases are tracked by the school district for each student. Chromebook cases cannot be transferred or passed down to other students to ensure manufacturer warranty and optimal protection. This is the only feasible method to manage the program.

Q: When should I replace the case for the Always-on insurance?

Replace the case if it is no longer in **good, serviceable condition** (the handle is secure, the zipper is fully functional, the case does not have imperfections in the material over ½ inch, and the internal straps are fully functional).

Q: Can I purchase either insurance at any time?

Yes, but students **MUST** have their school-issued Chromebook with them in order purchase. This is to verify that the Chromebook is damage free.

Q: When does coverage begin?

Always-on coverage begins when the case is issued. Standard insurance coverage begins when the purchase is made.

Q: Can the case be marked or decorated?

Yes, students may customize the Always-on case. A permanent marker should be used to write the student's name somewhere in or on the case. However, the intent of the case must not be compromised, and nothing of an inappropriate nature will be tolerated. **The school district will make all determinations with regard to inappropriate writing, markings, decorations, etc.*

Q: Is the Chromebook's charger covered?

No, the Chromebook charger is **NOT** covered against accidental damage. The charger is, however, covered for manufacturer defects for the life of the Chromebook.