

# BYOD Warranty & Insurance Claim Instructions

If your child's device has been damaged, stopped working or is faulty then you will need to get it fixed. You can get it fixed by Learning With Technologies (LWT), please see the details below about how to get your device fixed with LWT. **Note:** You don't necessarily need to use LWT, however if you choose to use a different service provider please check that your warranty won't be made void.

Here are the types of service jobs that LWT can help you with

## **Warranty**

Warranty covers anything that is a manufacturer fault - eg unit not turning on, hard drive ceases to work, screen has no display. It doesn't cover against physical damage to the device such as drops, broken screens and the like.

## **Accidental Damage Insurance Repairs**

If you have purchased insurance cover with your device from us we can help complete the repair for you, once any required excess has been paid.

## **Out of Warranty Repairs**

If the unit is out of warranty or does not have accidental damage coverage then we can supply a quote for repair of the device.

## **Instructions:**

1. Go to <https://service.orderportal.com.au/WarrantyLog.aspx>
2. Fill in the form with all of the necessary information
  - a. You can find the device's Serial Number underneath the laptop.
  - b. The Room Location should be the Brunswick South West Primary School Office
  - c. Take clear photos of the damaged areas and upload them to the form
3. Leave the device clearly labelled at the school office
4. You will then hear back from LWT via email on time frames for fixing and any fees that need to be paid.
5. Pay the fees (if there are any)
6. It will be fixed onsite at school.