



 **solutions inc.**

TotalCare

Service contract for student iPad.

Extended warranty • accidental damage • theft



Solution Expert
Education

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

Welcome to TotalCare. Your student iPad serial number has been assigned to you and added to your school's iPad register. You can make a service request at anytime on the TotalCare website with your login details. Your login details are sent to the same email address used to enrol in the student iPad scheme. If you are unable to find this email, please check your spam/junk filter/folder. If you still are unable to locate it, please give our team a call on 01273 200820 (9am - 5pm Monday- Friday) and we will resend your login details.

TotalCare web address:

totalcare.solutions-inc-apps.co.uk.

Warranty v Accidental Damage

It is important to distinguish between warranty and accidental damage claims. Warranty is only applicable where the device has malfunctioned without incident. If your iPad has visual signs of damage such as notable scratches, dents, or cracked screen, you must make a request under Accidental Damage.

Collection and return

TotalCare includes overnight courier collection and return. The default address is for your school. You can change the collection address for each claim but remember you will need to be available to meet the courier.

Find-my-iPhone

We cannot service any device where find-my-iphone is active. Please ensure you turn off find-my-iphone before making a service request. Please login to iCloud to confirm.

iPad Case

You must keep your iPad in a suitable protective case at all times.

Accessories

Cover is not provided for replacement USB cables, headphones or the iPad case.

Terms & Conditions

TotalCare is an extended Warranty, Accidental Damage and Theft Service Contract offering an equipment repair and replacement service by Solutions inc. (Ltd). A UK registered company.

All service requests must be declared using the TotalCare Webapp, a Cloud based service accessible on any web enabled device. Solutions inc. carry out all damage assessment and conduct all service work in accordance with manufacturer guidelines, where available. Solutions Inc. are Apple Authorised Service Providers.

Cover is provided for Apple manufactured devices including iPad, MacBook (laptop computers) & iMac (desktop computers). Cover includes Apple mains power chargers. Cover excludes USB Lightning or USB Dock connecting cables. Cover also excludes third party accessories such as carry cases, headphones etc.

Definitions

Any word or expression to which a specific meaning has been attached will bear the same meaning throughout the policy.

Administrator means Solutions inc. (Ltd) whose address is 255 Old Shoreham Road, Hove, East Sussex. BN3 7ED. Telephone. 01273 200800.

You/Your/Yourself means the individual or company named as the Customer on the Contract.

We/Us/means Solutions inc. (Ltd)

Equipment means tablet, laptop or desktop computer.

Portable means equipment which is intended by the manufacturer to be carried on or about the person.

Unattended means when not within your sight and control at all times and out of your arms length reach.

Service Request means the submission of an on-line request for service or claim using the TotalCare Webapp.

Service Event means the repair or replacement of equipment to a maximum value of the original purchase price.

Software means an operating system or an application program.

Force means the actions of an individual or individuals where violent physical contact is applied to you or the threat of violent physical contact is made against you.

Consequential loss means any other costs that are directly or indirectly caused by the event which led to your claim unless specifically stated in this policy. Period of cover means the period between the start date and end date stated on Policy.

The territorial limits means the United Kingdom of England, Wales, Scotland and includes any other country in which you are temporarily present with the equipment, provided that you are resident within these territorial limits.

Terrorism means any act, including but not limited to the use of force or violence or the threat thereof, of any person or group of persons, whether acting alone or on behalf of or in connection with any organisation or government, committed for political, religious, ideological or similar purposes, including the intention to influence any government and/or to put the public or any section of the public in fear.

Service Contract Provision Extended Warranty

Extended Warranty is provided under this contract by Solutions inc (Ltd) for a 2, 3 or 4 year period. The start date is the date of purchase, when the equipment is new & unused. Extended Warranty relates to mechanical equipment breakdown incorporating:

1. Inherent defects, wear and tear etc.
 2. Damage to or destruction of the equipment caused by
 - a) its own defective design materials or workmanship
 - b) latent defect, gradual deterioration or wear and tear
 - c) mechanical or electrical breakdown or derangement caused by the equipment itself.
- Accidental Damage

Accidental Damage cover is provided in this contract by Solutions inc (Ltd) for a 2, 3 or 4 year period. Accidental Damage refers to an accidental incident where damage to the Equipment has been caused by:

1. Accidental dropping of a portable device.
2. Accidental Liquid Ingress
3. Other incidents causing mechanical failure of the equipment as Theft

Theft cover is provided in this contract by Solutions inc (Ltd) for a 2, 3 or 4 year period. Theft means loss of Equipment as a result of violent or forcible entry or exit from a property or vehicle involving force. Where the equipment is portable cover extends to any location while under the control of the insured. We will:

- a) Provide you with replacement Equipment

You Must:

- a) Notify the Police immediately of any Theft incident
- b) Obtain a Police Crime Number and submit this number along with details of the Police Station and Attending Police officer as part of any Service Request.

- b) Provide additional photographic evidence, where requested, of forced entry to a property or vehicle.

Service Request

You should make a Service Request after any Extended Warranty, Accidental Damage of Theft incident within 14 days. We will:

Review all Service Requests and start a Service Event.

Notify you via the TotalCare Web App of any request for further information.

You are required to:

- a) Supply accurate and complete answers to all questions when submitting a Service Request or claim.
- b) Make sure that all information submitted on behalf of a student is true and correct.
- c) Take precautions to prevent further damage to the equipment or the User as a result of using mechanically damaged equipment.
- d) Retain any damaged Equipment or parts thereof
- e) Make all damaged Equipment available for collection and assessment.

Service Event

Solutions inc. (Ltd) will start a Service Event in response to a Service Request. We will:

- a) Make arrangement and pay for the collection of the equipment by courier service.
- b) Make arrangement and pay for the delivery of replacement equipment.
- c) Make arrangement and pay the cost of the repair or replacement of the equipment by a qualified repair engineer authorised by Solutions inc.
- d) Make arrangement and pay for the return of any repaired equipment by courier service.
- e) Complete a Service Event in a timely manner. This will vary depending upon the type of incident, details submitted, any request for further information, and the model of equipment.

Terms & Conditions Limitations

1. Other Insurances

A Service Request / claim cannot be made in addition to a claim for the same Equipment as part of any other insurance.

2. Precautions

You shall take all reasonable precautions to prevent the occurrence of an incident. This includes handling

or using the equipment in a responsible manner.

2.1. iPad protective case

You must keep your iPad Equipment in a suitable protective case at all times.

The cost of a Service Event will be billed to you separately where following an assessment the damage is deemed to be a result of neglect by the user to take reasonable precaution to prevent the incident.

3. Natural wear and deterioration

This Contract excludes you from making a Service Request / Claim for minor scratches or battery deterioration as a result of normal use.

4. Alteration & Modification

You shall not make alterations or modifications to the equipment or depart from the normal working conditions in which the equipment is intended.

5. Terrorism

This contract excludes any damage caused by an Act of Terrorism.

6. Nuclear risk

Damage or destruction caused by, contributed to or arising from:

- a. ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel; or
- b. the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or component thereof.

7. Loss of Data

Any loss of or damage to information or data contained in or stored on the equipment (whether arising as a result of the insured event or otherwise).

8. Consequential loss

Any consequential loss or damage arising from the Service event or from any cause whatsoever. Consequential loss shall include, but not be limited to, any financial loss or the cost of business interruption arising from the loss of use of the equipment, or the loss of information contained in or stored on the equipment, any time and cost involved in reinstating such information and any liability to any third party for delay or non performance of any contract with the third party. Consequential loss shall also include loss of use of any item of equipment (not itself subject to an insured event) due to its incompatibility with any item of equipment repaired or replaced pursuant to this policy.

9. Multiple claims for a single Incident

You may not make a Service Request/claim for more than 2 Equipment items as part of a single incident.

10. User Limitations

Solutions inc. reserves the right to limit a single equipment user to a maximum of 3 Service Requests claims.

11. Observance

Solutions inc. (Ltd) will not be liable to replace or repair equipment as part of a Service Request or Service Event under this Contract unless you have duly complied with all of the terms and conditions here.

Cancellation

Solutions inc. (Ltd) reserves the right to cancel this contract where there is a valid reason for doing so. Solutions inc. (Ltd) will provide you 30 days notice in writing. A cancellation letter will be sent to You at Your last known address. Valid reasons for cancellation may include but are not limited to:

- a) Non-payment of premium
- b) Threatening and abusive behaviour
- c) Non-compliance with policy terms and conditions

Reimbursement after Cancellation

Solutions inc. (Ltd) will reimburse you within 30 days of the date of cessation of the Contract. The amount of reimbursement will be calculated based on:

- a) (£) Value of TotalCare Service Contract.
- a) Period of Contract outstanding calculated in months.
- c) Value of service work delivered within the contract period before cessation.

Your legal rights

This service contract is in addition to your legal rights and is not to be substituted for the supplier's liability if the equipment is found to be unfit for the purposes for which they were intended, or are not as described or are not of satisfactory quality.

Data Protection Act

Please note that any information provided to us will be processed by us and our agents in compliance with the provisions of the Data Protection Act 1998.

Complaints procedure

Solutions inc. (Ltd) is committed to maintaining a high standard of professional conduct in all dealings with customers. It is the intention to give you the best possible service but if you do have any questions or concerns about the Service provided as part of this Contract you should follow the Complaints Procedure below:

The contact details are:

TotalCare Manager
Solutions inc. (Ltd)
255 Old Shoreham Road Hove
East Sussex
BN3 7ED
Tel: 01273 200800
Email: totalcare@solutions-inc.co.uk

